



2024-2026 Program Guide
ConnectedSolutions –
Residential and Small Business Customers

Bring Your Own Thermostat (BYOT)



Rhode Island Energy™

a PPL company



2024-2026 Program Guide Connected Solutions – Residential and Small Business Customers Bring Your Own Thermostat (BYOT)

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Summary

ConnectedSolutions incentivizes participants to reduce their energy use when demand on the New England electric grid is forecasted to be at its peak, known as Demand Response. Participants are rewarded with an instant incentive upon successful enrollment of a qualified smart thermostat and an annual incentive for every smart thermostat connected to a central air conditioner.

Rhode Island Energy (“RIE”) will automatically send a signal to the participant’s enrolled smart thermostat(s) to make small, automatic adjustments during peak demand event hours. This allows for the impact on the power grid to be reduced. If an event occurs on a day or time that is inconvenient for the participant, the participant has the option to opt out at any time.

A summary of the program is given in the table below:

Rhode Island Energy - Residential and Small Business Electric Customers	
Number of Events per Season	~15 events
Incentive	\$50 instant incentive for enrollment + \$20 at end of season for participation
Length of Events	3 Hours
Time of Day	Between 3 pm and 8 pm
Season Dates	June 1 st – September 30 th

How do Customers Benefit from Participating?

Rhode Island Energy customers who enroll and participate will receive an instant incentive upon enrollment and additional incentive for ongoing participation. By using energy wisely, participants use less electricity, and are also helping to keep our energy system in good shape and make a difference in building a brighter future for all.

Approved Program Providers & Thermostats

To participate in the program, the customer needs to have a smart thermostat supported by the program.

Provider	Approved Thermostats
Alarm.com	Trane ComfortLink Control; RCS Z-Wave Communicating Thermostat; GoControl Z-wave Thermostat; Alarm.com Smart Thermostat; 2GIG Z-Wave Plus™ Battery Powered Thermostat; Trane Z-Wave Thermostat; Linear Thermostat
Ecobee	ecobee3, ecobee3 Lite, ecobee4, ecobee SmartThermostat with voice control, Smart Thermostat Enhanced, Smart Thermostat Premium
Emerson	Sensi™ Wi-Fi Programmable Thermostat, Sensi Touch Wi-Fi Thermostat
Honeywell Home	Wi-Fi Smart Color Thermostat, Wi-Fi 7-Day Programmable Thermostat, Wi-Fi 9000 7-Day Programmable Thermostat, 9000 Smart Thermostat, 7-Day Programmable Smart Thermostat, VisionPro 8000 Smart Thermostat, Round Smart Thermostat, T5+ Smart Thermostat, T6 Pro Smart Thermostat, T9 Smart Thermostat, T10 Smart Thermostat
Lux	LUX/GEO, LUX KONO
Google Nest	Google Nest Thermostat, Google Nest Learning Thermostat, Google Nest Thermostat E

How to Purchase a Wi-Fi Thermostat

There are many options for purchasing a supported Wi-Fi thermostat. For Homeowners, a supported Wi-Fi Thermostat can be purchased at: local hardware stores; online retailers; directly from [approved program providers](#); or through the [Rhode Island Energy Marketplace](#). Customers might also be eligible through a Rhode Island Energy [home energy assessment](#).

Eligibility Requirements

- Must be a Rhode Island Energy residential or small business electric customer¹
- Own an approved smart thermostat to control central air conditioning
- Have an installed, eligible wi-fi connected thermostat connected to control central air conditioning
- Participant agrees to allow Rhode Island Energy to make short, low impact thermostat adjustments during peak energy events

Customers in the C-06 rate class may participate in either the Residential and Small Business (RSB) or C&I track, but they may not participate in both tracks at the same time or switch to a different track midseason.

Customers in the Pascoag Utility District and the Block Island Power Company service territory are not able to participate.

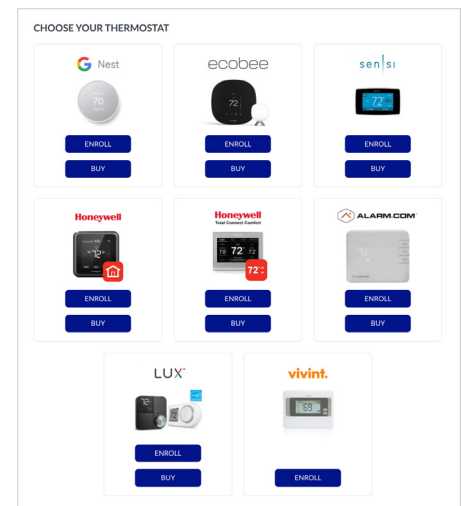
Enrollment

Enrollment Process

To enroll in the program, the customer must enroll their thermostat in the **ConnectedSolutions** program. The enrollment form is available on the Rhode Island Energy [website](#). Customer must certify that they are eligible to enroll by answering yes to the eligibility requirements. Customer will then complete information about their wi-fi enabled thermostat.

If a customer already has an existing wi-fi enabled thermostat, they will be directed during the enrollment process to choose their thermostat and click “enroll”.

When a customer clicks “enroll” it will direct them to the thermostat’s enrollment site, where they will follow a series of simple steps to enroll.



¹ Participants must be in rate classes A-16, A-60, or C-06; customers in other rate classes are ineligible to participate. For more information on Electric Service Rates, please visit: <https://www.rienergy.com/RI-Business/Rates/Service-Rates>. Customers in the C-06 rate class may participate in either the Residential and Small Business (RSB) track or Commercial and Industrial (C&I) track, but they may not participate in both tracks at the same time or switch to a different track midseason.

Deadlines

Customers can enroll at any time. Customers must be enrolled on or before August 15 to receive the \$20 end of season participation incentive for the current season.

Cap on Number of Enrolled Thermostats

Customers can enroll as many thermostats as they need in their home or small business. There is no program cap at this time.

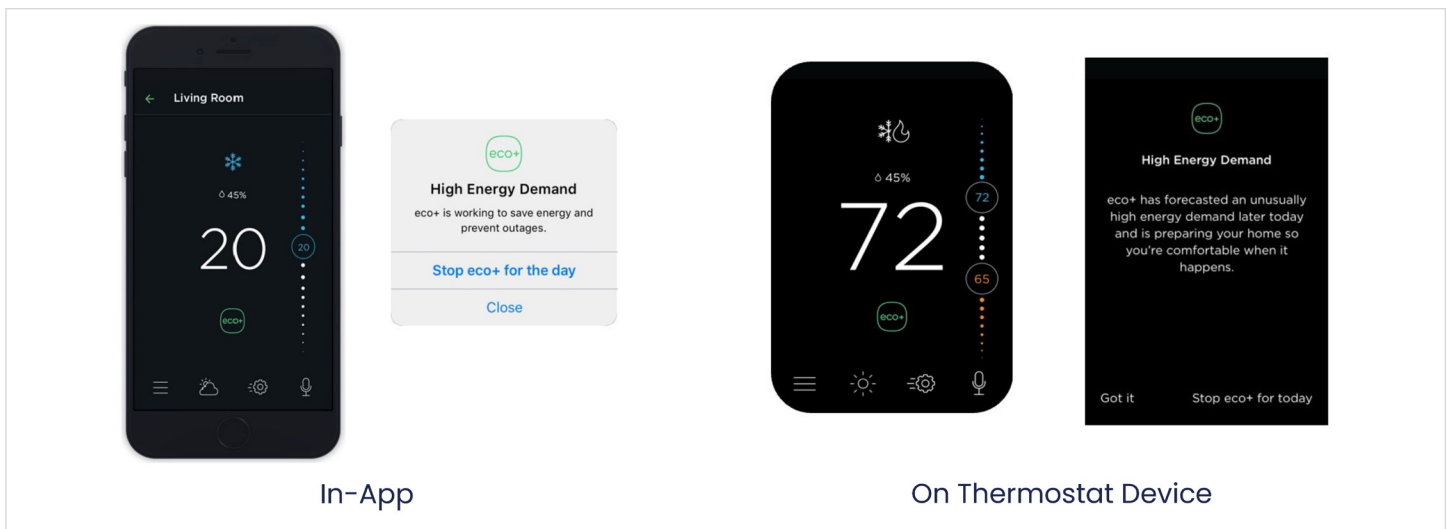
Unenroll from the Program

Customers who enroll in the **ConnectedSolutions** program will remain in the program unless they unenroll their thermostat. To unenroll from the program the customer will send an email with their name, address, and thermostat type to rienergy@energyhub.com requesting to end their participation in the **ConnectedSolutions** program². A customer may unenroll from the program at any time. Unenrolling from the program will end participation for all enrolled thermostats.

Notification of Demand Response Events

Depending on the customer's thermostat provider, notification of peak event will appear on the thermostat or in a web/mobile application.

Example of ecobee customer in-app and thermostat notification:



Number of Events

Peak events typically occur during the summer months in June through September. There are typically 15 peak events every summer. The maximum number of hours allowed is capped at 80 hours for the summer season. The maximum number of hours allowed for pre-cooling is capped at 60 hours for the summer season.

² For Alarm.com and Vivint devices, customer can request to unenroll through the Alarm.com or Vivint portal.

Length and Time of Demand Response Events

Peak events can last three hours. All events happen between 3pm and 8pm. Peak events can be scheduled for any day of the week except for holidays.

Demand Response Event Holidays

Events will not be called on the following holidays.

Dispatch Season	Holiday	Date
Summer	Juneteenth	June 19
Summer	Independence Day	July 4
Summer	Labor Day	First Monday of September

Incentive Payment Process

The customer will receive an instant incentive (\$50) virtual prepaid MasterCard per thermostat after being accepted into the **ConnectedSolutions** program. Process time is typically four to six weeks.

The customer will receive a (\$20) virtual prepaid MasterCard at the end of the summer season for participating.

Customer will receive multiple emails to claim their virtual prepaid MasterCard. If the virtual MasterCard is not redeemed after 7 days, a physical MasterCard will be mailed to the customer at no cost.

Note: Customers must be enrolled on or before August 15 to receive an incentive for the current summer season.

Testing

A performance test event is not planned in this program. However, the Program Administrators may elect to run communication tests to ensure all notification processes are functioning.

Cancellation of the Program

Due to regulatory decisions, cost effectiveness, or other reasons, RIE may cancel their **ConnectedSolutions** Program or subsets of their program at any time.

Terms and Conditions

These program materials and participation in **ConnectedSolutions** are pursuant to and subject to the Terms and Conditions in effect for customer applications at the time that the application is approved by the Program Administrator. See the **ConnectedSolutions** application for more details.

FAQs

How does this work? Give me the full picture.

When a peak demand event is identified, normally your smart thermostat will pre-cool your home by 1 or 2 degrees for 120 minutes before the peak demand event, then automatically change the temperature setpoint up by 2-4 degrees in your home on that day without any manual intervention by you as long as your smart thermostat is connected to your wi-fi.

Peak demand events occur anytime between 3 pm – 8 pm, and will last 3 hours (not including the pre-cooling time before the event).

If an event is occurring during a time that is inconvenient for you, you can override the event at any time.

What are central air conditioners or central heat pumps?

A central air conditioner or central heat pump is an air conditioner that cools an entire (or at least the majority) of a home or small business. A central heat pump also provides heating to the property, all in one system. This includes both ducted and ductless systems.

Window air conditioners and heating systems that do not cool are not central air conditioners or central heat pumps.

To participate in this program, your thermostat must be connected to a central air conditioner.

Am I eligible if I don't have a central air conditioner?

Unfortunately, you are not eligible for **ConnectedSolutions** if you don't have a central air conditioner.

Visit <https://www.rienergy.com/RI-Home/Energy-Saving-Programs/> for more ways to save. We offer [rebates](#) on new, energy-efficient central air conditioners and heat pumps.

How does this program benefit me and my electric bill?

Electricity purchased by RIE to power our customers' homes is more expensive during peak times. While customers don't see a fluctuation in energy costs on their bills based on time, we do. If more energy is needed during these peak times, RIE's energy costs will increase and can lead to rate increases the following year. This program is one of the ways we try to prevent rate increases.



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