



2024-2026 Program Guide  
**Connected Solutions** –  
Residential and Small Business Customers

# Electric Vehicle Demand Response



Rhode Island Energy™

a PPL company



# 2024-2026 Program Guide Connected Solutions – Residential and Small Business Customers Electric Vehicle Demand Response

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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 and an annual incentive for a qualified electric vehicle (“EV”) or electric vehicle charging station (“EV Charger”).

After enrolling a qualified EV or EV Charger and during a peak event, Rhode Island Energy will automatically send a signal to the participants EV or EV Charger to not charge during peak times. 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 of participation.

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

Rhode Island Energy • Residential or Small Business Electric Customers	
Number of Events per Season	No more than 60 events
Incentive	\$50 instant incentive for enrollment + \$20 at end of season for participation
Length of Events	2 to 3 Hours
Time of Day	Between 3 pm and 8 pm
Season Dates	June 1 <sup>st</sup> through September 30 <sup>th</sup>

*\*Participants can always opt out of a peak event at any time by changing EV or EVSE settings.*

## 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 EVs & EV Chargers

To participate in the program, the customer needs to have an EV or EV Charger supported by the program.

Provider	Approved Electric Vehicle or EV Charger
Tesla	All 2014+ EV models
ChargePoint	CPH50; CPH25; CPH18 - All sub models of the CPH50 are eligible
Emporia	Emporia Smart EV Charger – EMEVSE1(white); EMEVSE1-B (black)
EvoCharge	iEVSE Home 32; iEVSE Home 40; EvoCharge Home 50
Wallbox	Wallbox Pulsar Plus home charger

Please note: if your vehicle’s make and model is not on the approved list above, you can still participate in this program through a qualified EV charger. Conversely, if you purchase and install a qualified EV charger, the list of vehicles above do not apply.

Some vehicle manufacturers require a subscription to utilize the telematics capabilities of the vehicle. Participants should be aware of these fees before enrolling through this pathway.

Approved EV and EV Chargers supported by the program may expand. When a new EV or EV Charger is added, the program guide and our website will be updated accordingly.

## How to Purchase an EV Charging Station

There are many options for purchasing a supported EV charging station. For homeowners, a supported EV charging station can be purchased at: local retail stores; online retailers; through the [Rhode Island Energy Marketplace](#).

## Eligibility Requirements

- Must be a Rhode Island Energy residential or small business electric customer<sup>1</sup>
- Have an approved EV or wi-fi capable EV Charger at their residence
- Have an approved EV Charger installed and activated with internet wi-fi connectivity
- Participant agrees to allow Rhode Island Energy to briefly adjust charging speed 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 EV or EV Charger 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 electric vehicle or EV charging station.

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

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

### 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.

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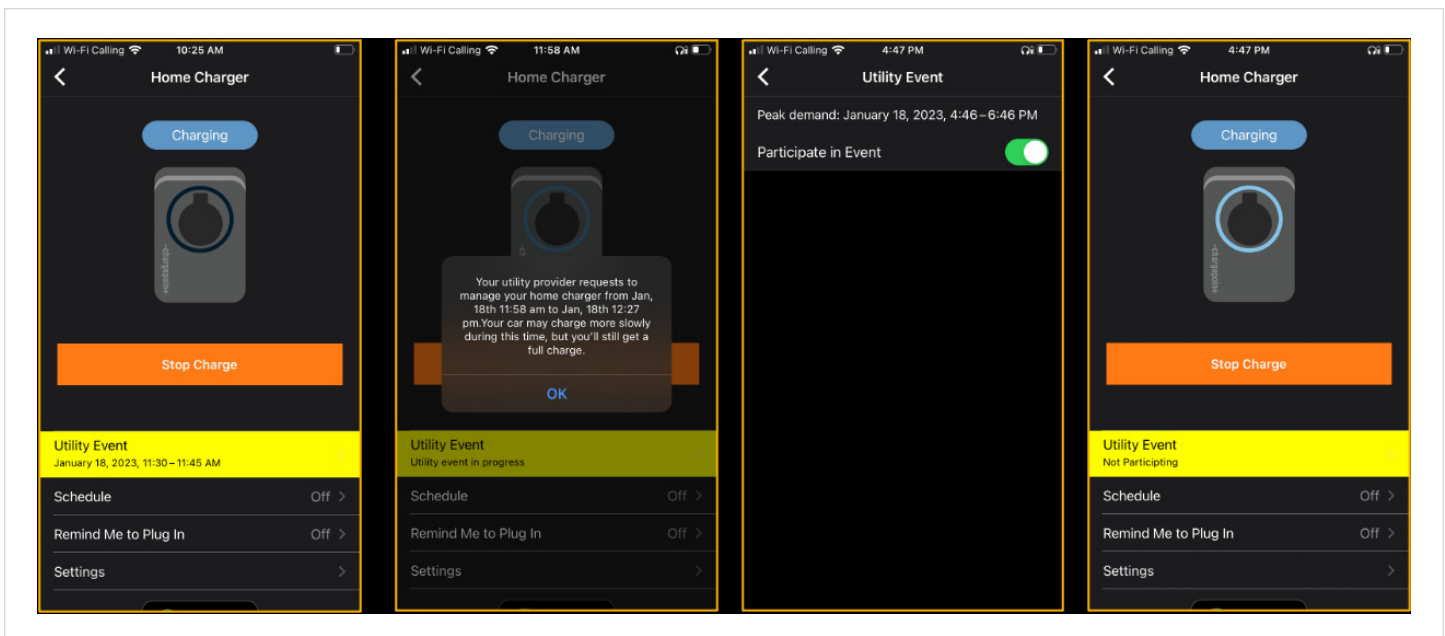
<sup>1</sup> Participants must be in rate classes A-16, A-60, or C-06; customers in other rate classes are ineligible to participate. For more information on Electric Service Rates, please visit: <https://www.rienergy.com/RI-Business/Rates/Service-Rates>. Customers in the C-06 rate class may participate 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.

## Unenroll from the Program

Customers who enroll in the **ConnectedSolutions** program will remain in the program unless they unenroll their EV or EV Charger. To unenroll from the program the customer will send an email with their name, address, and type of EV or EV Charger to [rienergy@energyhub.com](mailto:rienergy@energyhub.com) requesting to end their participation in the **ConnectedSolutions** program. Unenrolling from the program will end participation for all enrolled EV or EV Charger.

## Notification of Demand Response Events

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



*Example of ChargePoint customer in-app and notification:*

## Number of Events

Discharge events are called to coincide not only with the ISO-NE (Independent System Operator of New England) peak hour, but also with the highest daily peaks in July and August. Events will only be called in June and September if the annual peak is forecasted to be in those months. Events will be called in July and August to try to mitigate the highest 40 daily peaks in those months. No more than 60 events will be called in a summer.

## Length and Time of Demand Response Events

Peak events can last two or 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 Events 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 EV or EV Charger after being accepted into the **ConnectedSolutions** program. Process time is typically four to six weeks.

The customer will receive a (\$20) virtual 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.



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