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Connected Solutions

2024-2026 Electric Demand Response – Summer 2025 in Review

FOR EEC Meeting, February 19, 2026

Agenda



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-
- 01** ConnectedSolutions Program Structure

 - 02** Summer 2025 Review

 - 03** C&I- DD and TD Summer 2025 Overview

 - 04** RSB- BYOT Summer 2025 Overview

 - 05** RSB- BES Summer 2025 Overview

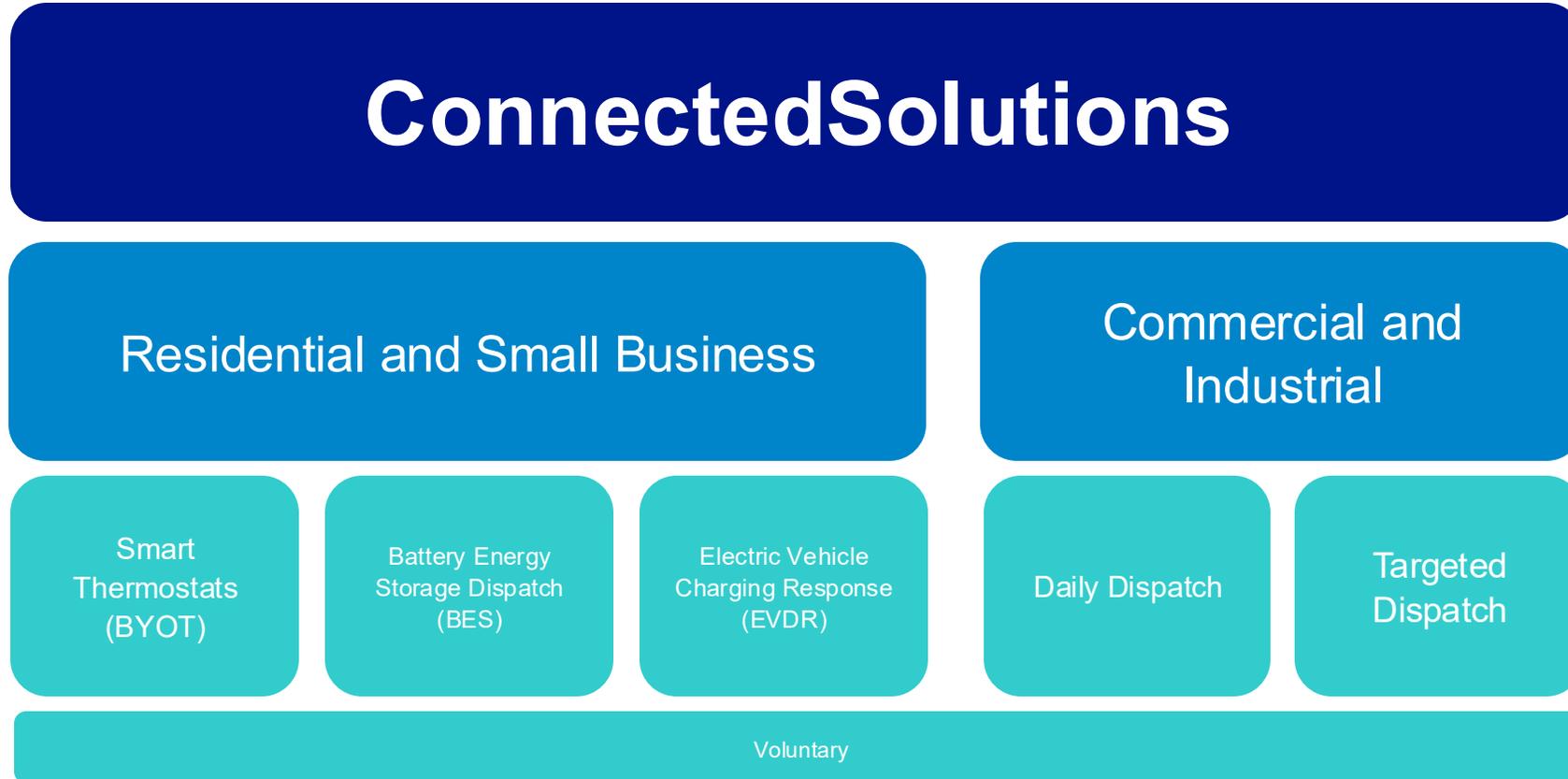
 - 06** RSB- EVDR Summer 2025 Overview

 - 07** ConnectedSolutions Estimated Program Costs

ConnectedSolutions Program Structure



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Notes: **ConnectedSolutions** is a 'program' (shown in navy) with two 'tracks,' the Residential and Small Business track and the Commercial and Industrial track (shown in blue). Each track has a number of 'pathways' through which to participate (shown in teal).

Summer DR Events



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| Program Offering | Total # of Events in 2024 | Total # of Events in 2025 |
|--|---------------------------|---------------------------|
| BYOT (no more than 15 events) | 15 | 15 |
| BES (no more than 60 events) | 42 | 42 |
| EVDR (no more than 60 events) | N/A | 42 |
| Daily Dispatch (no more than 60 events) | 41 | 42 |
| Targeted Dispatch (2-8 events) | 4 | 6 |

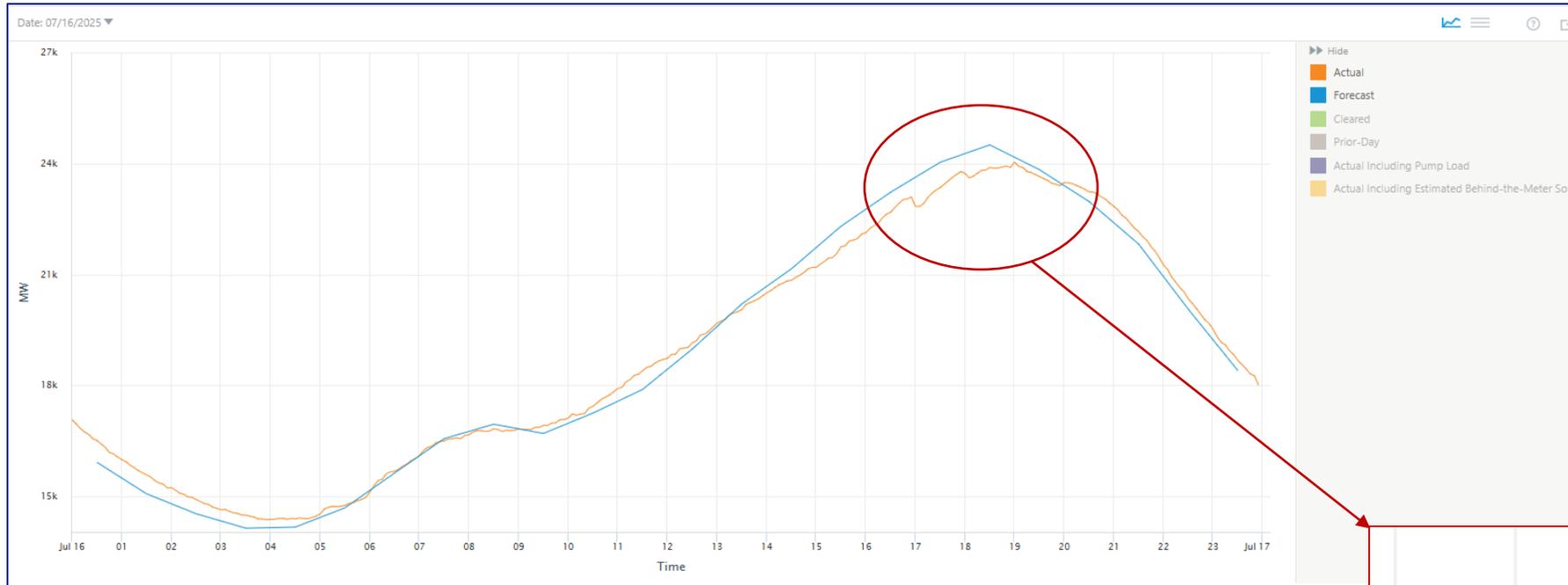
| Jun-25 | | | | | | |
|--------|----|----|----|----|----|----|
| Su | Mo | Tu | We | Th | Fr | Sa |
| 1 | 2 | 3 | 4 | 5 | 6 | 7 |
| 8 | 9 | 10 | 11 | 12 | 13 | 14 |
| 15 | 16 | 17 | 18 | 19 | 20 | 21 |
| 22 | 23 | 24 | 25 | 26 | 27 | 28 |
| 29 | 30 | | | | | |
| Jul-25 | | | | | | |
| Su | Mo | Tu | We | Th | Fr | Sa |
| | | 1 | 2 | 3 | 4 | 5 |
| 6 | 7 | 8 | 9 | 10 | 11 | 12 |
| 13 | 14 | 15 | 16 | 17 | 18 | 19 |
| 20 | 21 | 22 | 23 | 24 | 25 | 26 |
| 27 | 28 | 29 | 30 | 31 | | |
| Aug-25 | | | | | | |
| Su | Mo | Tu | We | Th | Fr | Sa |
| | | | | | 1 | 2 |
| 3 | 4 | 5 | 6 | 7 | 8 | 9 |
| 10 | 11 | 12 | 13 | 14 | 15 | 16 |
| 17 | 18 | 19 | 20 | 21 | 22 | 23 |
| 24 | 25 | 26 | 27 | 28 | 29 | 30 |
| Sep-24 | | | | | | |
| Su | Mo | Tu | We | Th | Fr | Sa |
| | 1 | 2 | 3 | 4 | 5 | 6 |
| 7 | 8 | 9 | 10 | 11 | 12 | 13 |
| 14 | 15 | 16 | 17 | 18 | 19 | 20 |
| 21 | 22 | 23 | 24 | 25 | 26 | 27 |
| 28 | 29 | 30 | | | | |

Event Day Example



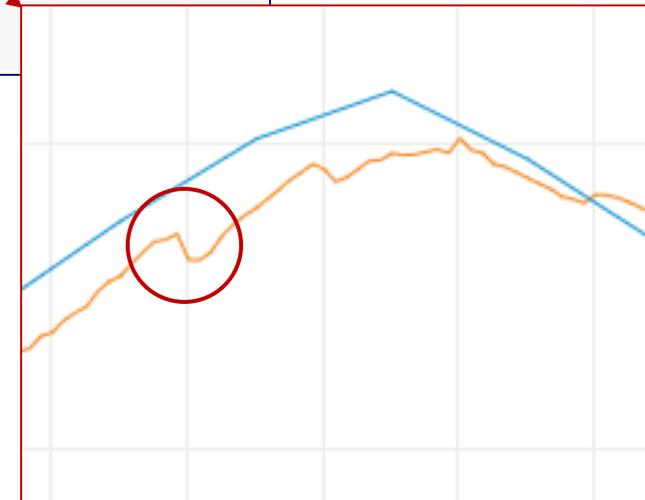
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7/16 Example of 2025 CS Event Day Load:

- Forecasted Peak: 24,500 MW
- Actual Peak: 24,037 MW (-463 MW)
- Pathways Dispatched:
 - Resi Battery 17:00-19:00
 - Resi BYOT 17:00-20:00
 - C&I Daily Dispatch 17:00-19:00
 - C&I Targeted Dispatch 17:00-20:00

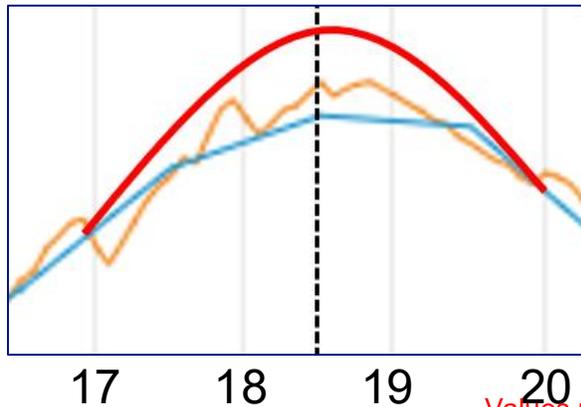
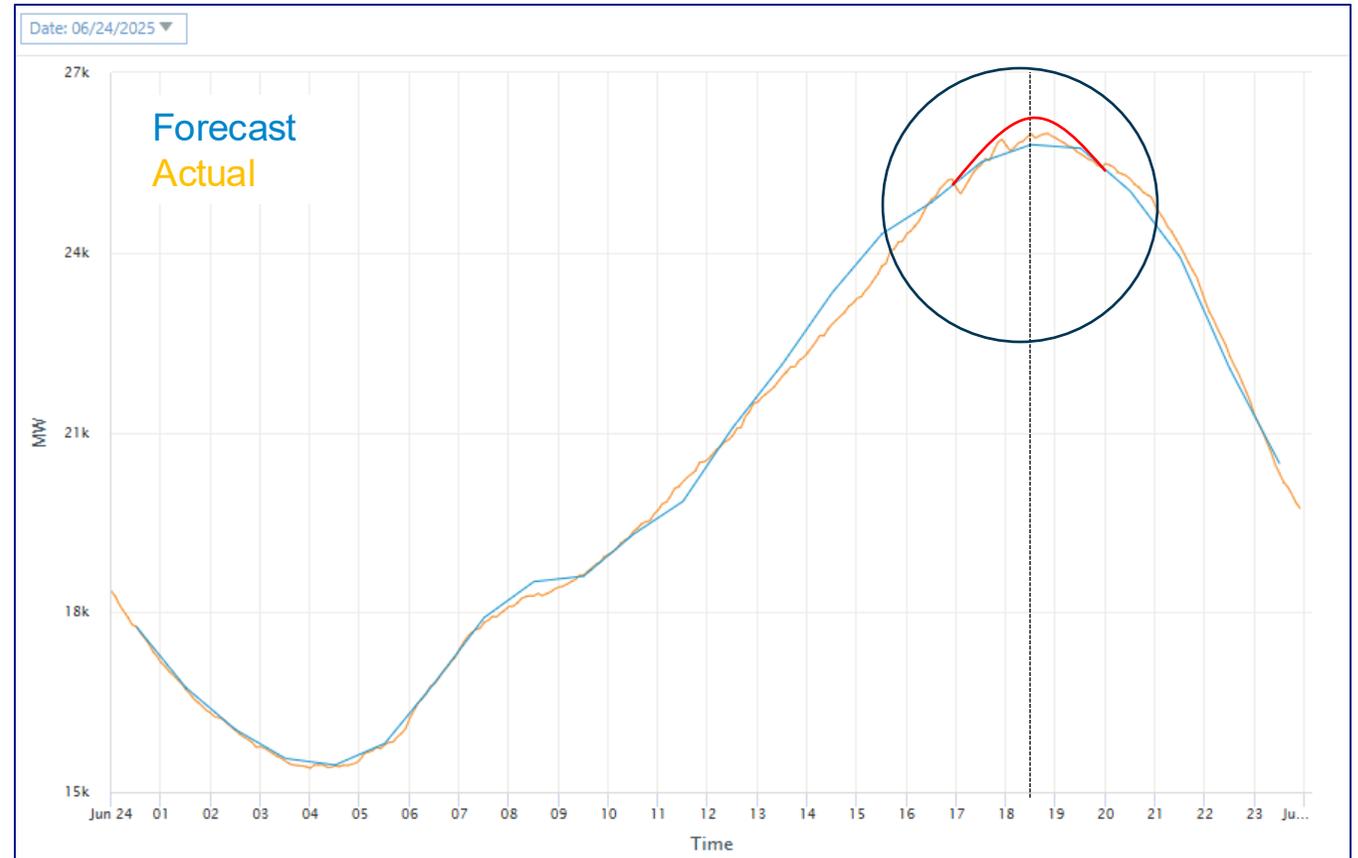


2025 Summer Total Flexible Load



| Program Offering | Total Peak Hour Load Shed (MW) |
|-------------------|--------------------------------|
| BYOT | 8.82 |
| BES | 6.31 |
| EVDR | 0.11 |
| Targeted Dispatch | 10.87 |
| Daily Dispatch | 13.81 |
| TOTAL | 39.92 |

Average peak hour load shed is based on actual RI performance during the June 24 events.



Values not final. Final values will be included in EOY report

2024 and 2025 Total Flexible Load Values

| Program Offering | 2024 Actual Resource Size (MW) | 2025 Actual Resource Size (MW) |
|-------------------|--------------------------------|--------------------------------|
| BYOT | 9.37 | 10.44 |
| BES | 4.94 | 5.12 |
| EVDR | N/A | 0.02(EV) + 0.08 (EVSE) |
| Targeted Dispatch | 11.72 | 10.58 |
| Daily Dispatch | 11.38 | 10.46 |
| TOTAL | 37.41 | 36.70 |

Based on actual performance.



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Commercial & Industrial Track (“C&I”)- 2025 Review

2025 Summer C&I Offering Results

| C&I Program Offering | Target Enrolled Load Shed (MW) | Enrolled Load Shed (MW) | 2025 Delivered Load Shed (MW) |
|----------------------|--------------------------------|-------------------------------|---------------------------------|
| Daily Dispatch | 17.73 | 14.74 83% of Target | 10.46 71% Realized |
| Targeted Dispatch | 13.59 | 13.69 101% of Target | 10.58 77% Realized |
| TOTAL | 31.32 | 28.43 91% of Target | 21.04 MW 74% Realized |



C&I Year-Over-Year Event Results

| Program Offering | Number of Events | Number of Participants | Avg Load Shed per Participant (kW) | Avg Hourly Load Shed (MW) | Max Hourly Load Shed (MW) |
|--|------------------|------------------------|------------------------------------|---------------------------|---------------------------|
| 2025 Targeted (June 1, 2025 – September 30, 2025) | 4 | ✓ 130 2% | 86.62 ✓ 5% | 10.58 ✓ 10% | 21.91 ↑ 84% |
| 2024 Targeted (June 1, 2024 – September 30, 2024) | 6 | 133 | 91.35 | 11.72 | 11.91* |
| 2025 Daily (June 1, 2025 – September 30, 2025) | 42 | ✓ 47 19% | 222.17 ↑ 12% | 10.46 ✓ 8% | 15.71 ✓ 10% |
| 2024 Daily (June 1, 2024 – September 30, 2024) | 41 | 58 | 198.65 | 11.38 | 17.41* |

*2024 values representative of max **average** hourly load shed.

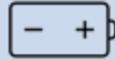


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Residential and Small Business Track (“RSB”)- 2025 Review

2025 Residential Offering Results

| Residential Program Offering | Target (End of 2025 Calendar Year) | | Summer 2025 Results (As of September 30, 2025) | | End of Calendar Year 2025 (As of December 31, 2025) | |
|--|---------------------------------------|------------------------|---|------------------------|--|-----------------------------------|
| | Device Enrollments | Load Shed (per device) | Device Enrollments | Load Shed (per device) | Device Enrollments | Load Shed (per device) |
|  BYOT | 19,379 | 0.65 kW | 15,149 | 0.64 kW | 15,791 81% of Target Reached | 0.64 kW 98% of Target Reached |
|  BES | 912 | 5.84 kW | 977 | 5.34 kW | 1,075 118% of Target Reached | 5.34 kW 91% of Target Reached |
|  EVDR | 1,250 | 0.32 kW | 368 | 0.33 kW | 426 34% of Target Reached | 0.33 kW 103% of Target Reached |

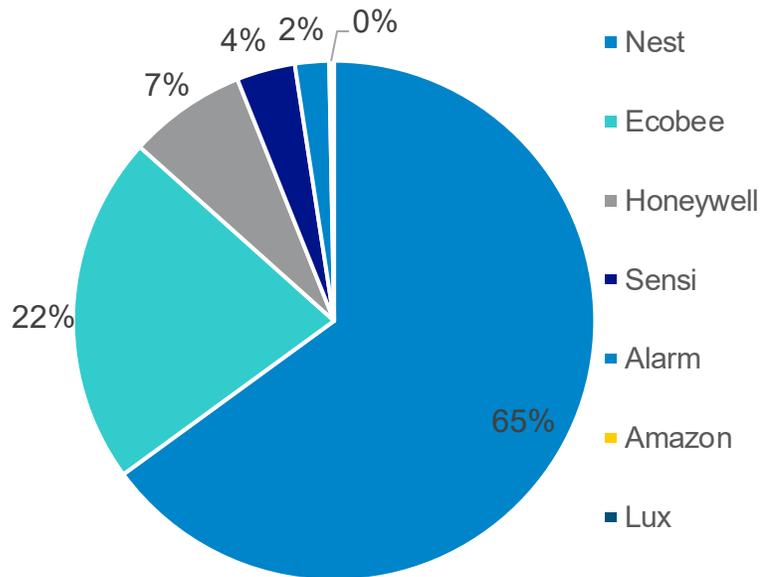
BYOT Program Objectives



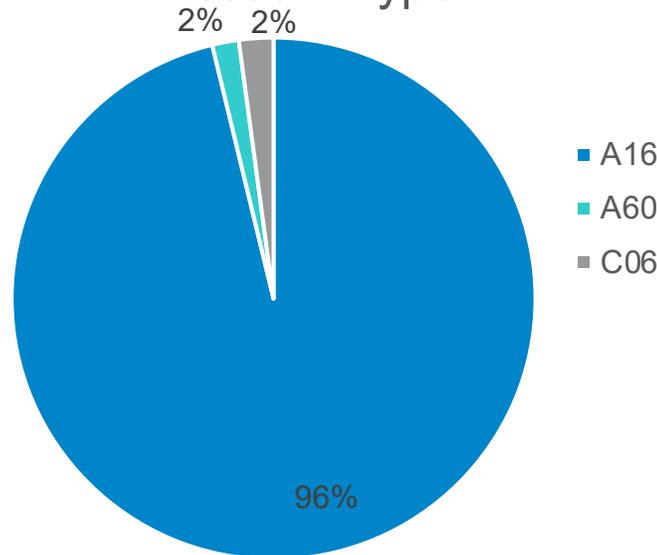
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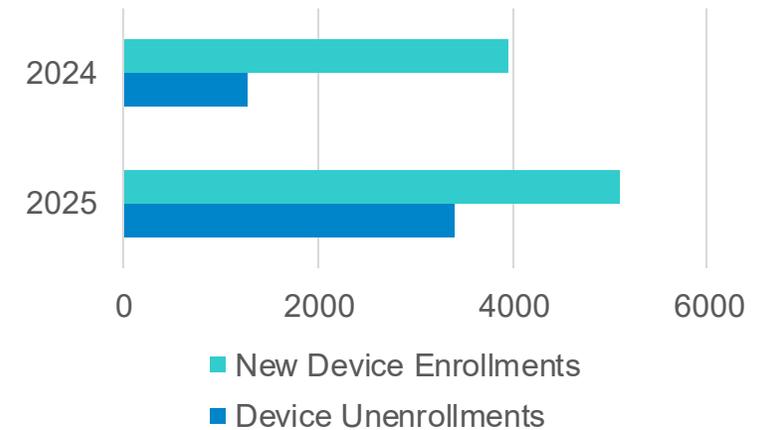
Enrollments by OEM



Enrolled Customers by Account Type



New Device Enrollments/Unenrollments by Year (thousands)



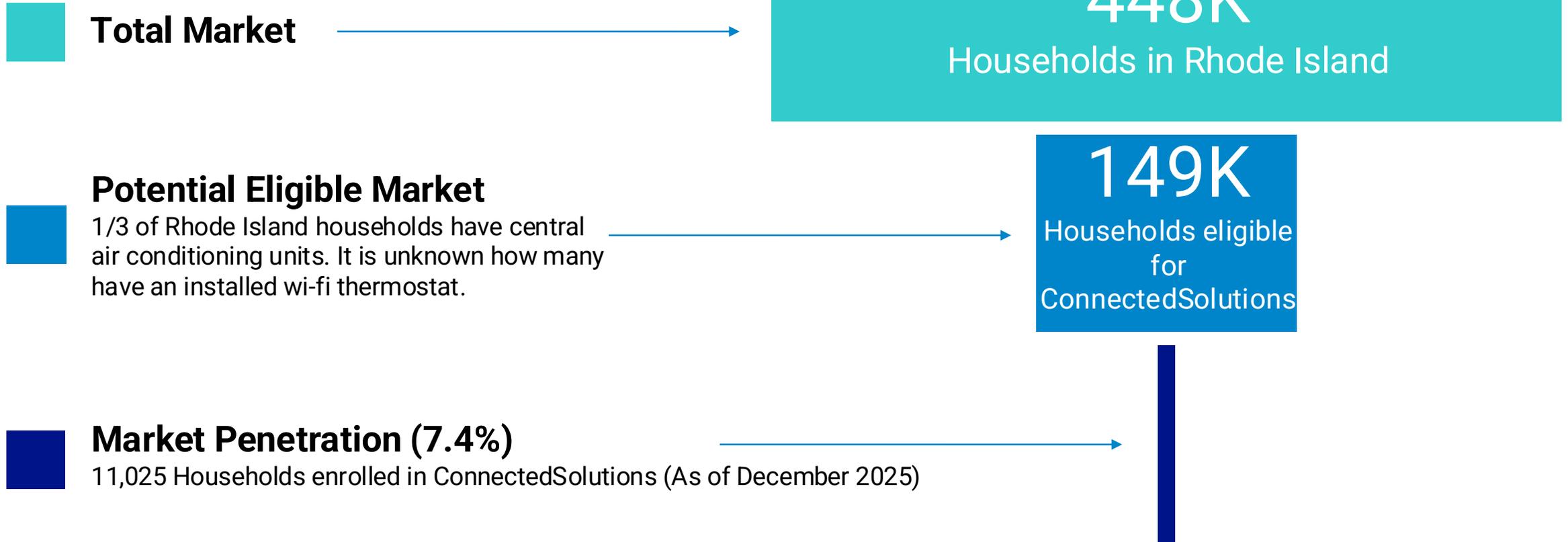
In 2025, average customer device remained in the program for 629 days.

BYOT Household Market



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Rhode Island Household Market Funnel



Note: Total Market and Potential Eligible Market values include Clear River Electric and Block Island Utilities service area households. These values do not include the small business market or C-06 rate customers who are also eligible for ConnectedSolutions.

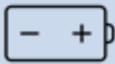
Source: [U.S. EIA, Residential Energy Consumption Survey \(RECS\), 2020 RECS Survey Data, State Data, Housing characteristics, Highlights for air](#)

[Business Use: Energy in U.S. homes by state, 2020. Final data release March 2023.](#)

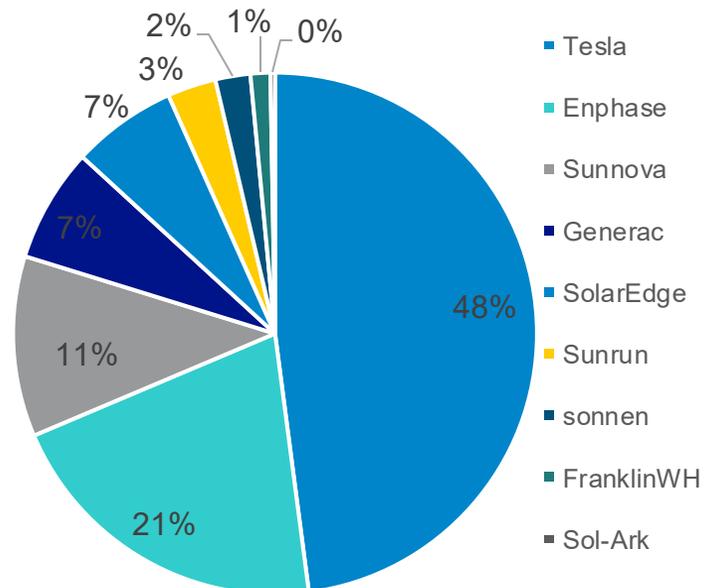
BES Program Objectives



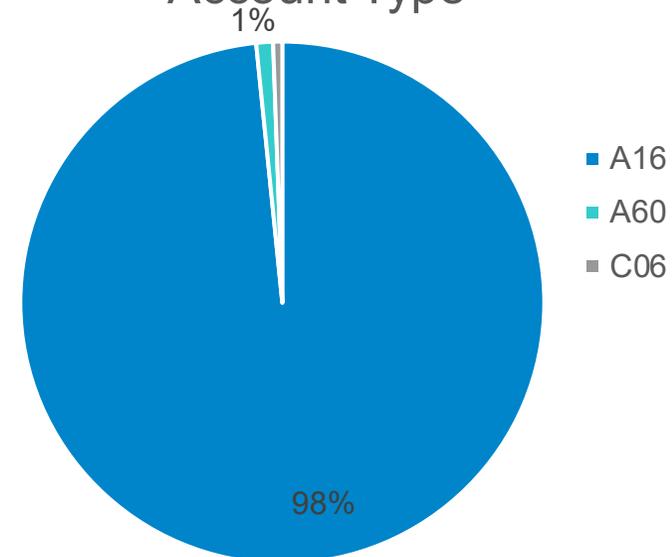
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| Program Offering | Target (End of 2025 Calendar Year) | | Summer 2025 Results (As of September 30, 2025) | | End of Calendar Year 2025 (As of December 31, 2025) | |
|---|---------------------------------------|------------------------|---|------------------------|--|----------------------------------|
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Enrollments by OEM



Enrolled Customers by Account Type



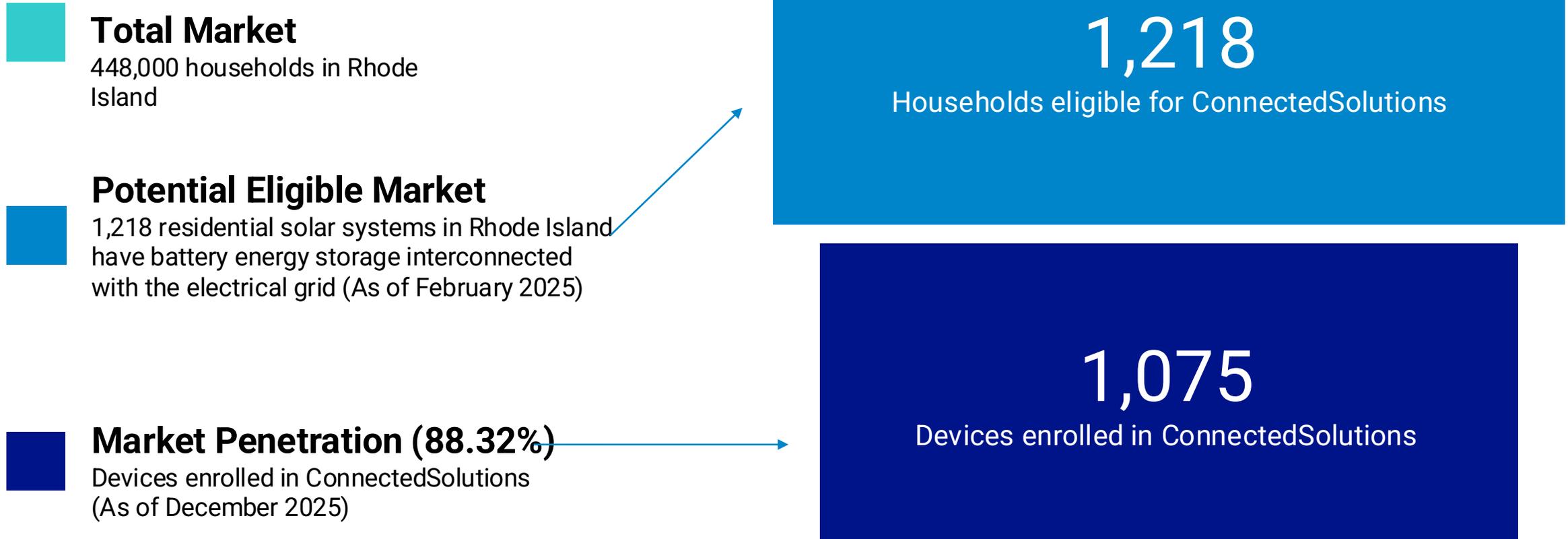
Values may change. Final values will be included in EOY report

BES Household Market



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Rhode Island Household Market Funnel



Note: Total Market and Potential Eligible Market values include Clear River Electric and Block Island Utilities service area households. These values do not include the small business market or C-06 rate customers who are also eligible for ConnectedSolutions.

Source: RI's Clean Energy Portfolio | Rhode Island Office of Energy Resources

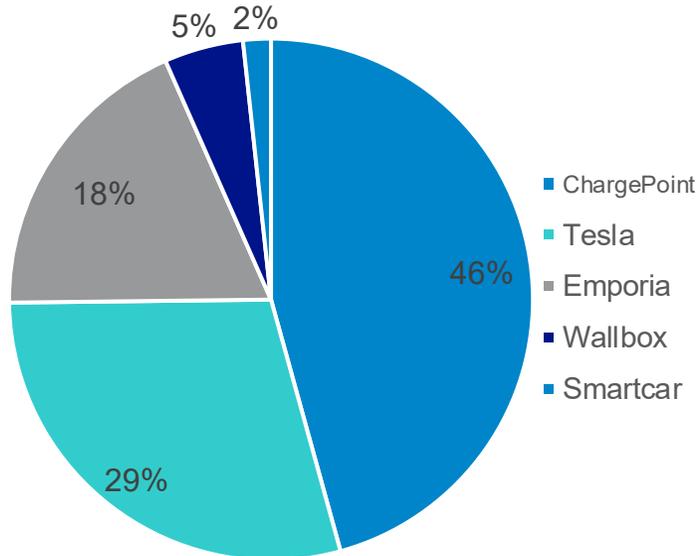
EVDR Program Objectives



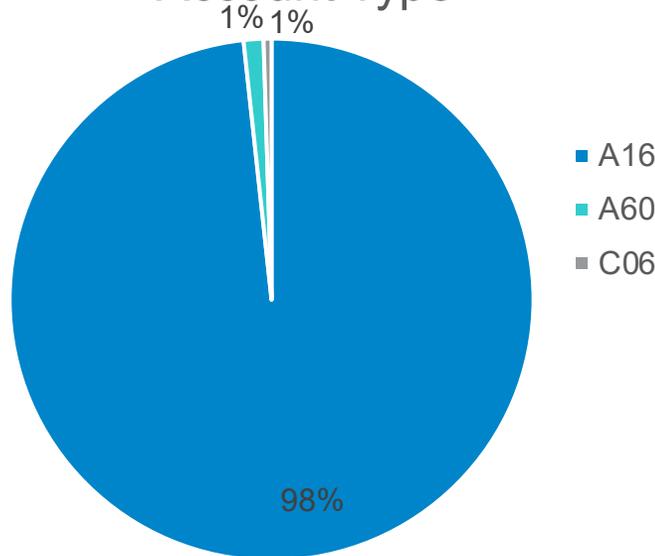
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| Program Offering | Target (End of 2025 Calendar Year) | | Summer 2025 Results (As of September 30, 2025) | | End of Calendar Year 2025 (As of December 31, 2025) | |
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| | Device Enrollments | Load Shed (per device) | Device Enrollments | Load Shed (per device) | Device Enrollments | Load Shed (per device) |
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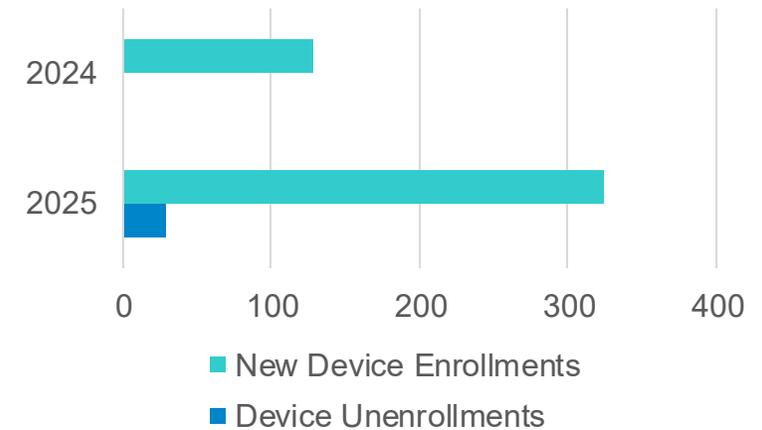
Enrollments by OEM



Enrolled Customers by Account Type



New Device Enrollments/Unenrollments by Year (thousands)

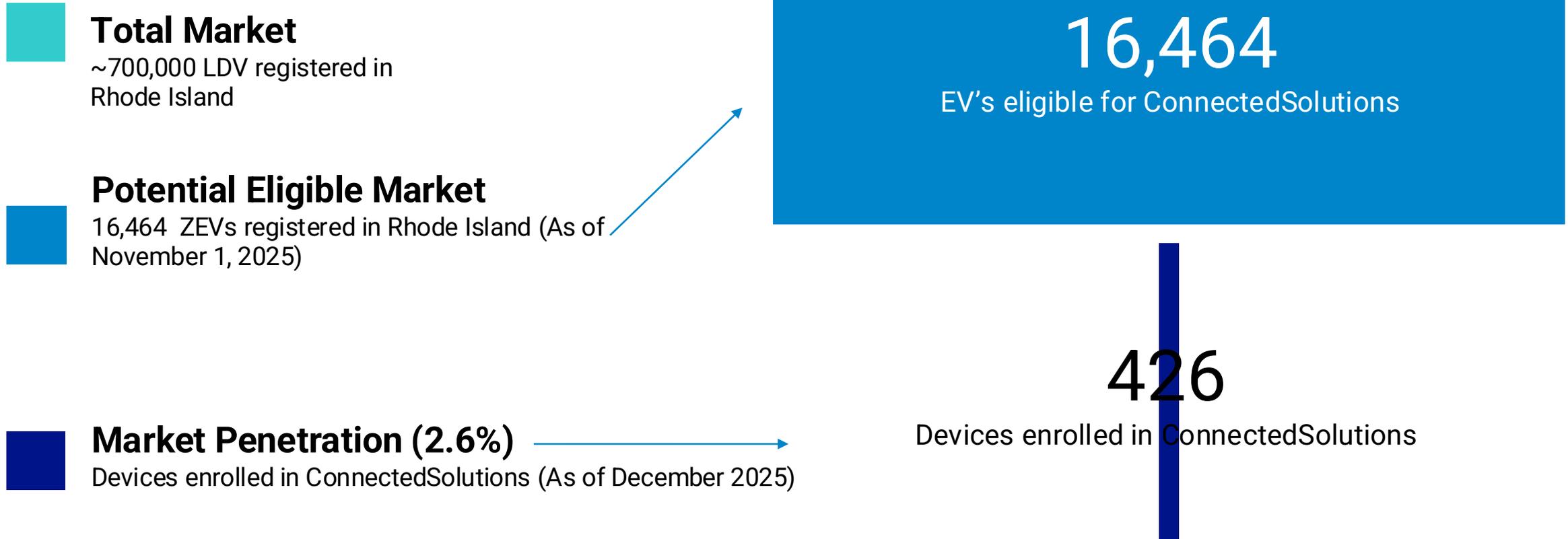


EV Household Market



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Rhode Island Household Market Funnel



Note: Total Market and Potential Eligible Market values include Pascoag and Block Island Utilities service area households. These values do not include the small business market or C-06 rate customers who are also eligible for ConnectedSolutions.

Source: RIDEM Registration Data <https://ridemgis.maps.arcgis.com/apps/webappviewer/index.html?id=f164da525c77463b98cf55b72950beb7>



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Connected Solutions 2025 Estimated Program Costs

2025 Program Estimated Costs



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| Program Offering | Projected 2025 Customer Incentives | Estimated 2025 Customer Incentives | Projected 2025 Overall Programmatic Budget | Estimated 2025 Overall Spend |
|------------------|------------------------------------|--|--|--|
| Residential | \$2,572,000 | \$2,500,000 <i>97% of budgeted costs</i> | \$3,531,500 | \$3,373,500 <i>96% of budgeted costs</i> |
| C&I | \$5,385,800 | \$3,357,450 <i>62% of budgeted costs</i> | \$5,828,857 | \$3,630,123 <i>62% of budgeted costs</i> |
| TOTAL | \$7,957,800 | \$5,857,450 <i>74% of budgeted costs</i> | \$9,360,357 | \$7,003,623 <i>74% of budgeted costs</i> |

84%
of total estimated 2025 costs were participant incentive costs

Questions?



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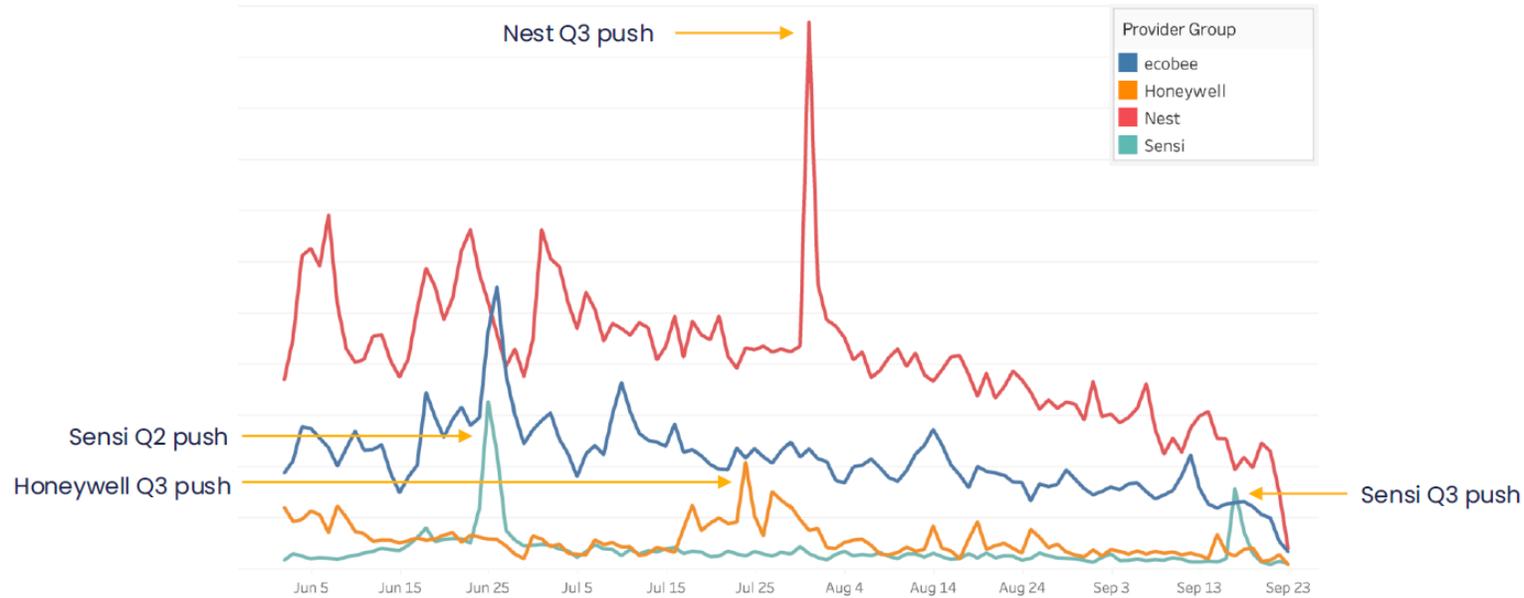


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Residential Program Marketing

- BYOT Ongoing partner marketing continues to drive enrollments



- **Marketing efforts/channels included:**
 - Email
 - Social
 - Post cards
 - Direct stakeholder engagement
 - Banner ads
 - Aceso Total, Spanish speaking engagement

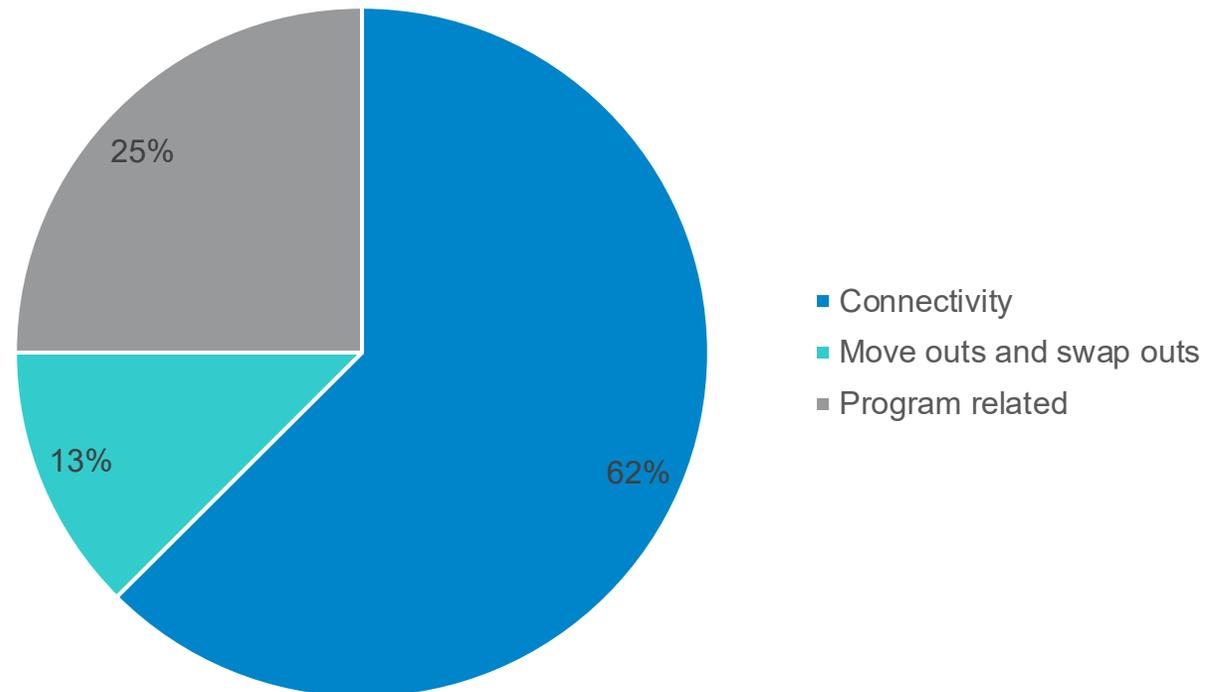
2025 Residential Program Churn



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- Connectivity was the leading cause of churn in 2025

Reason for Unenrollment (%)

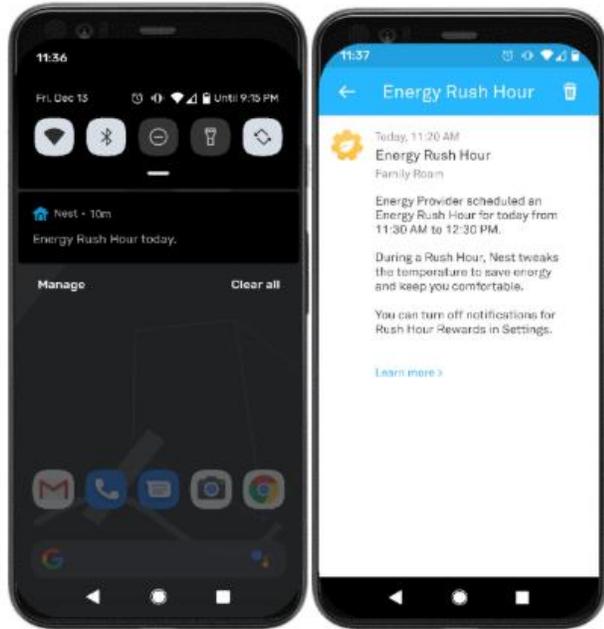


BYOT Customer Engagement/Event Notifications

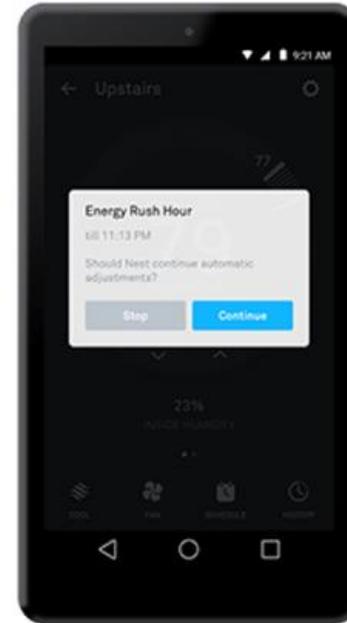


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Nest Pre Event In-App Notification



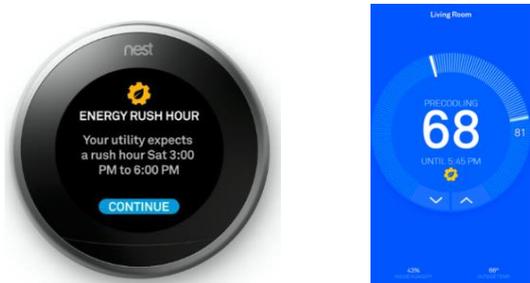
Nest During Event In-App



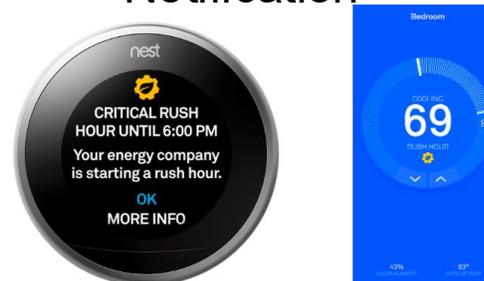
Opt Out In-App



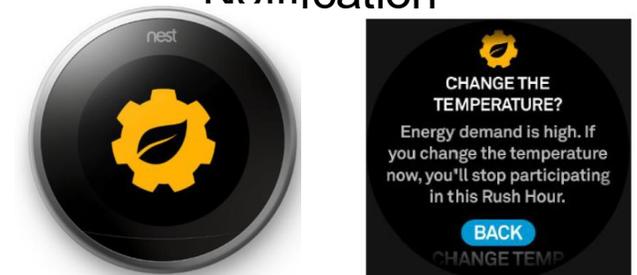
Nest Pre Event Device Notification



Nest During Event Device Notification



Nest Opt Out Device Notification



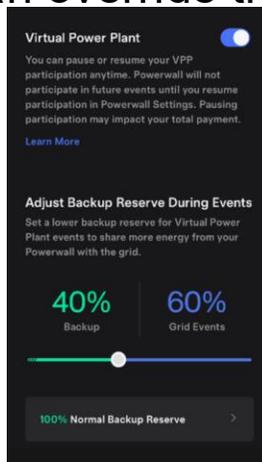
BES Customer Engagement/Event Notifications



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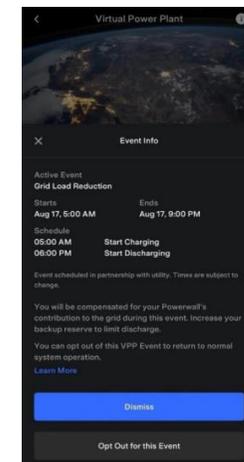
Tesla Customers can pause and resume participation by toggling the “Virtual Power Plan” option.

- If a customer turns off this toggle, a customer’s Powerwall system will not react to events when they are scheduled, and customers will not be notified of the events.
- Customers are still enrolled in the program, however, and can resume their participation at any time by toggling their participation back on.
- Backup reserve is initially set at 20% and customers can override this setting.



How Tesla participation works:

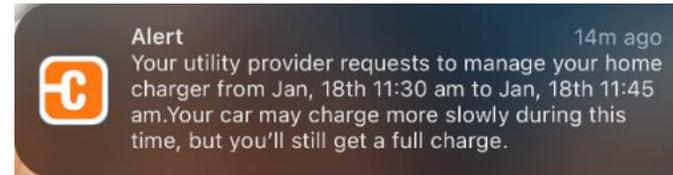
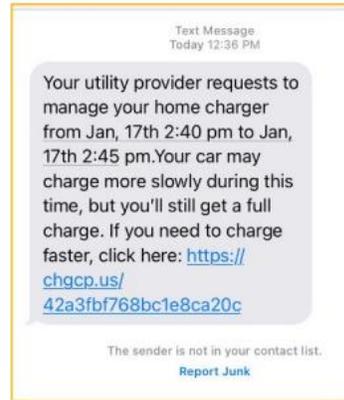
- **Pre-Event:** When an event is scheduled, customers receive a notification in the Tesla app and their Powerwall will prioritize charging in preparation.
- **During the Event:** Powerwall automatically discharges to support the grid. Powerwalls will discharge below 20% if the customer adjusts their event reserve backup setting to a level below the default threshold of 20%.
- **Post-Event:** Once an event is over; Powerwall returns to normal operations.



EVDR Customer Engagement/Event Notifications

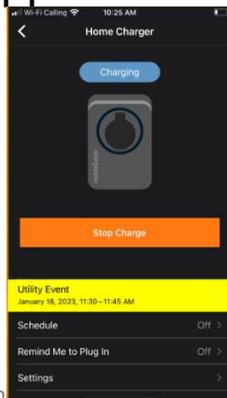
ChargePoint Customers are notified in three ways when an event is scheduled:

- Email
- Text Message
- Push Notification

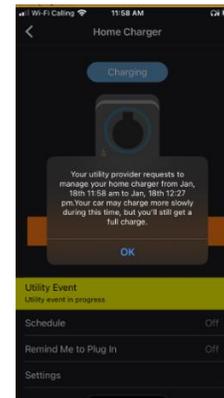


Customers can customize which event notifications they receive depending on their preference in-app.

ChargePoint Before Event App Notification



ChargePoint During Event App Notification



ChargePoint Opt Out App Notification

