

Rhode Island Energy continues advanced meter installations, providing customer benefits and grid modernization

PROVIDENCE, R.I. (October 6, 2025) – Across the Ocean State, Rhode Island Energy is continuing the installation of new electric meters, providing customers with advanced metering functionality (AMF) that will enhance convenience, understanding, and potential savings.

Advanced meters are devices that allow for two-way communication between a customer's electric meter and Rhode Island Energy systems. The advanced meter transmits usage and status information directly to the company, allowing for several benefits such as:

- **Automated outage detection:** New meters will help Rhode Island Energy pinpoint and respond to outages quickly
- **Improved efficiency:** Current meters are aging and will need to be replaced in support of Rhode Island's clean energy goals
- **Detailed insights:** Customers will have access to detailed information about their energy use, allowing them to take control of their energy usage and potentially save money
- **Modernization:** New meters are part of Rhode Island Energy's efforts to modernize the electric grid for everyone's benefit
- **Quick support:** Advanced meters help Rhode Island Energy quickly detect and respond to any issues, such as theft or tampering, providing faster and better service
- **Efficient connections:** Advanced meters enable quicker service connections, especially when moving to a new home

Additionally, once installed, customers with advanced meters will have access to detailed energy data through [Rhode Island Energy's AMF Customer Portal](#). The portal will connect customers with their energy usage, helping them understand consumption patterns at home or for their business, and beginning in 2026 will offer customized recommendations to help save energy.

"Along with convenience, enhanced customer control, and potential savings, advanced meters are safe, secure, and will help Rhode Island Energy to better serve our customers and communities," said Parker Capwell, Manager of Advanced Metering Functionality at Rhode Island Energy. "We are excited for customers to have a new level of access and control over their energy usage, and to experience the benefits of these meters each day."

Beginning in the fall of 2024, Rhode Island Energy began the phased installation of advanced meters for Rhode Island customers and will continue this effort through 2026. Customers can visit [Rhode Island Energy's installation map](#) to see where new advanced meters are being installed.

To learn more about the benefits of advanced meters, the installation process, or to review frequently asked questions, customers can visit RIEnergy.com/advancedmeters.

Rhode Island Energy is committed to delivering safe, reliable, and affordable energy to the customers and communities we serve. The company recognizes that affordability is a significant concern, and Rhode Island Energy offers various programs and services to help customers save energy, manage their bills, and access financial assistance.

Customers can take advantage of the following programs today:

- **Sign up for [Budget Billing](#)** and spread your payments evenly across 12 months
- **Explore the benefits of energy efficiency** through our [Rebate Programs](#) or a no-cost [Home Energy Assessment](#)
- **Take advantage of direct support** offered through the [Good Neighbor Energy Fund](#), our [Discount Rates](#) program, and [LIHEAP](#)
- **Reach out to our [Customer Advocates](#)** - these dedicated team members will help you identify the best assistance solutions

For more information on these programs and for additional bill help resources, please visit RIEnergy.com/toolkit.

About Rhode Island Energy

Rhode Island Energy provides essential energy services to over 770,000 customers across Rhode Island through the delivery of electricity and natural gas. Our team of more than 1,300 employees is dedicated to helping Rhode Island customers and communities thrive, while supporting the transition to a cleaner energy future. Rhode Island Energy is part of the PPL Corporation (NYSE: PPL) family of companies addressing energy challenges head-on by building smarter, more resilient, and more dynamic power grids and advancing sustainable energy solutions.

For more information visit www.RIEnergy.com and stay connected on [Instagram](#), [LinkedIn](#), [Facebook](#), and [X](#).

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