Rhode Island Energy customers among first in the U.S. to receive real-time energy monitoring

Free Sense app will help customers understand their electricity use, find opportunities to save and make more informed energy choices

CAMBRIDGE, MA & PROVIDENCE, RI, *(Sept. 2, 2026)* – Rhode Island Energy (RIE) customers now have a new way to understand and manage their home electricity use. Through the free Sense app, eligible customers with newly installed advanced meters will be able to see how much electricity their homes are using, identify potential sources of energy waste and find opportunities to lower their bills.

Sense technology is available through the new advanced meters RIE is installing throughout its service area. Customers with a compatible meter will be able to download the Sense app to their smartphone and access information about their home's electricity use without purchasing or installing additional equipment.

The app provides a real-time view of household electricity use, making it easier for customers to understand how everyday activities affect their energy consumption. Customers can track changes over time, receive alerts about unusual activity and access personalized insights that can help them use energy more efficiently.

For example, customers may be able to see how their energy use changes when heating or cooling equipment turns on, spot devices or appliances that appear to be running longer than expected, and better understand which changes have the greatest effect on their monthly consumption.

"We are committed to providing customers the tools and information they need to help them manage their energy use and make informed decisions," said Greg Cornett, President of RIE. "The Sense app builds on the benefits of our advanced meter program by providing customers with a real-time view of their electricity usage, helping them better understand what drives their energy consumption and identify opportunities to save energy and money. We're excited to be among the first utilities in the country to offer this capability at no additional cost to eligible customers."

What Sense brings to RIE customers:

- **See energy use in real time:** Customers can see how much electricity their home is using at any given moment and observe how that usage changes as devices and appliances turn on or off.
- **Understand what is driving household usage:** Sense can identify the energy patterns of many common devices and systems, helping customers better understand where some of their electricity is going.
- **Find opportunities to save:** Personalized insights can help customers spot avoidable energy waste and take practical steps to reduce consumption without sacrificing comfort.
- **Track progress over time:** Customers can review their energy use by day, week, month or billing cycle and see how changes around the home affect overall consumption.
- **Receive helpful alerts:** Customizable notifications can help customers stay informed about changes in energy use, including equipment that may have been left running or unusual increases in consumption.

  For RIE customers, the Sense Home app provides more than just data—it delivers actionable guidance that makes saving energy part of everyday life.

  "Most people do not have a clear view of how their homes are using electricity until the bill arrives," said Mike Phillips, CEO of Sense. "The Sense app gives RIE customers timely, useful information that can help them make more informed decisions, reduce unnecessary energy use and feel more in control of their electricity bills."

  RIE has enabled Sense across the majority of the Landis + Gyr Revelo meters in its service area. Customers with meters in range of household wifi can activate the Sense app and immediately start monitoring their energy use. The Sense app is available for iOS and Android – just search Sense Home App in the Apple App Store or on Google Play.

To learn more, visit https://sense.com/rie/

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**.

About Sense

Sense is a grid-edge intelligence company partnering with electric utilities to build a more reliable, resilient, and affordable electric system. As the creator of Waveform AI, Sense translates high-resolution electrical signals from advanced metering infrastructure into real-time, actionable insights for the grid and the home. By unlocking the full value of smart meters, Sense enables consumer cost savings, earlier fault detection, improved outage response, enhanced wildfire mitigation, and informed grid planning. Sense is based in Cambridge, Mass. Learn more at www.sense.com.

For further information: Michael Dalo, 401.799.7000, mjdalo@rienergy.com or Caroline Pretyman, 401.799.7000, cpretyman@rienergy.com

---

https://news.pplweb.com/Rhode-Island-Energy-customers-among-first-in-the-U-S-to-receive-real-time-energy-monitoring