

FOR IMMEDIATE RELEASE

Date: March 25, 2025



# NYSEG Announcing Community Connection Event in Elmira This Week

*Reps and advocates will be at the event to connect with customers, offering resources and addressing billing needs*

*There will be no formal presentation, customers will be helped on a first-come, first-served basis*

**Elmira, NY — March 25, 2025 —** New York State Electric & Gas (NYSEG) will hold a Community Connection event in Elmira this week to connect directly with customers, offering resources and addressing account needs. These events allow the Company’s customers to get face-to-face, one-on-one help with a billing concern or assistance they may require in paying their bill.

This is an opportunity to offer customers locations and times in their communities. There will not be a formal presentation. Customers are encouraged to show up anytime during the available time slot to meet with a customer service representative. They will be helped on a first-come, first-served basis.

During the event, customers can ask questions about their accounts and learn about resources to help manage energy costs.

Details of the upcoming event are below:

Thursday, March 27	Big Flats American Legion 45 Olcott Road S, Big Flats NY, 14814	4 to 7 p.m.
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NYSEG remains committed to the communities it serves and will continue to have a direct presence in the community. The Company strives to provide reliable, responsive service that customers have come to expect for 172 years and will work with local organizations to provide access to its programs and offer assistance to customers.

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**About NYSEG:** New York State Electric & Gas Corporation (NYSEG) is a subsidiary of Avangrid, Inc. Established in 1852, NYSEG operates approximately 35,000 miles of electric distribution lines and 4,500 miles of electric transmission lines across more than 40% of upstate New York. It also operates more than 8,150 miles of natural gas distribution pipelines and 20 miles of gas transmission pipelines. It serves approximately 894,000 electricity customers and 266,000 natural gas customers. For more information, visit [www.nyseg.com](http://www.nyseg.com).

**About Avangrid:** Avangrid, Inc. is a leading energy company in the United States working to meet the growing demand for energy for homes and businesses across the nation through service, innovation, and continued investments by expanding grid infrastructure and energy generation projects. Avangrid has offices in Connecticut, New York, Massachusetts, Maine and Oregon, including operations in 23 states with approximately \$47 billion in assets, and has two primary lines of business: networks and power. Through its networks business, Avangrid owns and operates eight electric and natural gas utilities, serving more than 3.3 million customers in New York and New England and in 2024. Through its power generation business, Avangrid owns and operates more than 75 energy generation facilities across the United States producing 10.5 GW of power for over 3.1 million customers. Avangrid employs approximately 8,000 people and has been recognized by JUST Capital as one of the JUST 100 companies – a ranking of America’s best corporate citizens in 2025 for the fifth consecutive year. The company was named among the World’s Most Ethical Companies in 2024 for the sixth consecutive year by the Ethisphere Institute. Avangrid is a member of the group of companies controlled by Iberdrola, S.A. For more information, visit [www.avangrid.com](http://www.avangrid.com).



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