

NYSEG and RG&E Tout Outreach Programs for Customers Facing Payment Challenges

Timely payments ensures critical infrastructure investments; impact of non-payments totaling more than \$200 million felt by all NYSEG and RG&E customers

BINGHAMTON, NY — July 11, 2024 — New York State Electric & Gas (NYSEG) and Rochester Gas and Electric (RG&E) today announced continued support for customers struggling with unpaid bills for electricity and/or gas services. The announcement comes as outstanding bills, or arrears, for NYSEG and RG&E customers have reached over \$200 million.

"We understand that financial challenges can lead to customers falling behind on their bills, and we have help to get them back on track," said Christine Alexander, vice president of Customer Service at NYSEG and RG&E. "When past-due bills are taken care of, all customers benefit, as rate payers share the burden of unpaid balances."

Customers are offered a range of assistance programs to meet diverse payment needs, including Project Share, which has provided nearly 63,000 families with grants totaling more than \$17 million since 1982. Customers who qualify for Project Share could receive a \$200 credit towards their bills. Home Energy Assistance Program (HEAP) and Energy Assistance Program (EAP) are federally and utility-funded programs that help customers pay for energy costs, repairs, and weatherization programs, and help eligible customers manage their bills. Customers who qualify could receive a monthly credit on their bill.

All billing support programs can be found online for [NYSEG customers](#) or by calling 888.315.1755 and for [RG&E customers](#) or by calling 877.266.3492.

When arrears totals reach such high levels, it increases costs for all customers, because New York State law requires utilities to continue to supply energy to struggling customers while they work to address service interruption or make payment arrangements. During the pandemic, New York State utilities suspended collections in recognition of the financial challenges faced by so many ratepayers, but in order for NYSEG and RG&E to operate effectively and continue to provide safe and reliable service, customers must pay their bills.

Timely payments support critical upgrades and community programs, which impact all customers. These payments help fund the replacement of aging infrastructure and modernization of a power grid built to withstand severe weather and mitigate outages. Payments help support NYSEG and RG&E's clean energy and energy efficiency projects, and the Companies' commitment to achieving New York State's ambitious climate action goals. Payments also impact NYSEG and RG&E's ability to support

economic development activities and corporate philanthropy, which support many important community programs across New York State.

Customers in arrears are provided multiple notifications ahead of any potential disconnection. Communications include billing notices, reminders, phone calls, termination notices with extended payment periods, follow-up calls, and in-person visits, as mandated by the New York State Public Service Commission. These measures aim to provide ample warning and support before any service interruptions occur. Additionally, NYSEG and RG&E offer deferred payment agreements and other forms of assistance for qualifying customers. Payment plans can be arranged online or by contacting customer service to find a mutually agreeable solution. To speak with a customer service representative, call 800.572.1111 (NYSEG) or 800.743.2110 (RG&E).

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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.

About RG&E: Rochester Gas and Electric Corporation (RG&E) is a subsidiary of Avangrid, Inc. Established in 1848, RG&E operates approximately 8,800 miles of electric distribution lines and 1,100 miles of electric transmission lines. It also operates approximately 10,600 miles of natural gas distribution pipelines and 105 miles of gas transmission pipelines. It serves approximately 378,500 electricity customers and 313,000 natural gas customers in a nine-county region in New York surrounding the City of Rochester. For more information, visit www.rge.com.

About Avangrid: Avangrid, Inc. (NYSE: AGR) aspires to be the leading sustainable energy company in the United States. Headquartered in Orange, CT with approximately \$45 billion in assets and operations in 24 U.S. states, Avangrid has two primary lines of business: networks and renewables. 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. Through its renewables business, Avangrid owns and operates a portfolio of renewable energy generation facilities across the United States. 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 2024 for the fourth consecutive year. In 2024, Avangrid ranked first among utilities and 12 overall. The company supports the U.N.’s Sustainable Development Goals and 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.



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