

FOR IMMEDIATE RELEASE
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NYSEG and RG&E Announce Assistance Available to Help Customers with Unpaid Bills

Collections to resume at NYSEG and RG&E

With the end of winter restrictions, customers are urged to contact the Companies for a variety of assistance programs to prevent service disconnections

BINGHAMTON, N.Y. — April 19, 2024 — New York State Electric & Gas (NYSEG) and Rochester Gas and Electric (RG&E) want to help customers find relief for unpaid bills for their electricity and/or gas service. The winter restrictions on service disconnections have ended, meaning customers with a financial need for help with unpaid bills should act now to keep their service on.

“Having unpaid bills is stressful, but financial help is available for qualifying individuals,” said Christine Alexander, vice president of Customer Service at NYSEG and RG&E. “We urge customers to contact us about assistance programs, sooner rather than later.”

NYSEG and RG&E offer many services designed to meet the variety of customers’ needs, including Project Share and the Energy Assistance Program. Customers who qualify for Project Share could receive a \$200 credit towards their usage, and customers who qualify for the Energy Assistance Program could receive a monthly credit on their bill.

NYSEG: visit nyseg.com/HelpWithBill or call [888.315.1755](tel:888.315.1755)

RG&E: visit [rge.com/Help With Bill](https://rge.com/HelpWithBill) or call [877.266.3492](tel:877.266.3492)

Customers in arrears are provided multiple communications in advance of a disconnection. These contacts will include a bill, a reminder notice or a phone call, a termination notice with an additional payment period, an additional call, and then an in-person field visit to the residence to collect or shut off service. These measures are required by the New York State Public Service Commission and are intended to provide customers significant advance warning before any disconnection is performed.

NYSEG and RG&E make deferred payment agreements and other assistance available for eligible customers. The Companies can help with payment plans for eligible customers, which are available online or by calling us so we can find a solution together.

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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 \$44 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 more than 8,000 people and has been recognized by JUST Capital in 2021, 2022, 2023 and 2024 as one of the JUST 100 companies – a ranking of America's best corporate citizens. 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 2023 for the fifth 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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