

Customers Encouraged to Apply for Assistance as HEAP Deadline Approaches

NYSEG and RG&E customers encouraged to act as HEAP is scheduled to remain open through April 7 or until funding is exhausted

BINGHAMTON, N.Y. — April 1, 2026 — Customers of New York State Electric & Gas (NYSEG) and Rochester Gas and Electric (RG&E) are encouraged to take action as both Regular and Emergency Home Energy Assistance Program (HEAP) is available through Tuesday, April 7, or until funding is exhausted.

“We recognize the challenges customers faced this winter, which is why we want them to take advantage of all the assistance available,” said Christine Alexander, vice president of Customer Service at NYSEG and RG&E. “These important programs are one of the many tools available for our customers.”

HEAP is a federal grant program that helps eligible households pay for energy costs, repairs, and weatherization. Eligible customers may receive one regular HEAP benefit per season. In addition, eligible households may also be eligible for emergency HEAP benefits.

Customers may also qualify for additional bill credits including the Energy Affordability Program (EAP) and Enhanced Energy Affordability Program (EEAP). Both programs were developed in partnership with the New York State Public Service Commission to provide energy bill credits to eligible customers.

For more information on HEAP and other bill assistance programs please visit www.nyseg.com/helpwithbill or www.rge.com/helpwithbill. Customers are also encouraged to contact customer service at 800.572.1111 (NYSEG) or 800.743.2110 (RG&E) to learn about other bill-relief options.

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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. 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 corporate offices in Connecticut, New York, Massachusetts, Maine, and Oregon, and operations across 25 states with approximately \$50 billion in assets. Avangrid owns and operates seven electric and natural gas utilities, serving more than 3.4 million customers in New York and New England. It also owns and operates nearly 100 energy generation facilities across the United States with a capacity of more than 11 Gigawatts, enough to power over 3 million homes. Avangrid employs approximately 8,500 people and was named among the World's Most Ethical Companies in 2026 for the eighth consecutive year by the Ethisphere Institute. Avangrid is a member of the Iberdrola Group. For more information, visit <http://www.avangrid.com>.



Media Contact

Michael Baggerman

mbaggerman@nyseg.com

716.368.1284