



NEWS RELEASE

FOR IMMEDIATE RELEASE

NYSEG and RG&E Announce Assistance Available and Repayment Options to Help Customers with Unpaid Bills

With service disconnections and late charges resuming, customers are urged to contact the Companies for a variety of assistance programs

BINGHAMTON, N.Y. — April 17, 2023 — New York State Electric & Gas (NYSEG) and Rochester Gas and Electric (RG&E) subsidiaries of AVANGRID, Inc., [NYSE: AGR], want to help customers find relief for unpaid bills for their electricity and/or gas service. COVID-related and winter season pauses on service disconnections have ended, as has the Companies' Late Payment Charge Suspension announced last fall. This means customers with a financial need for help with unpaid bills should act now to keep their service on. Utilities across the state resumed their collections this week, in compliance with New York State law.

"Having unpaid bills is stressful, but financial help is available if people take some very simple steps, starting by contacting us," said Theresa VanBrooker, vice president of Customer Service at NYSEG and RG&E. "When past-due bills are taken care of, it benefits all customers, as the burden of unpaid balances is shared by all rate payers. But most importantly, it means people who need help the most are getting it."

Any residential customers experiencing difficulty paying their utility bill should call Customer Service to inquire about assistance and options. Only if customers take no action after receiving multiple bills, calls, and notices will they face disconnection. 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. While only a small percentage of the Companies' customers statewide have a debt that is more than 60

days past due, the amount of this debt totals more than \$180 million across NYSEG and RG&E.

NYSEG: call us at [888.315.1755](tel:888.315.1755)

RG&E: call us at [877.266.3492](tel:877.266.3492)

Recognizing that the COVID-19 pandemic caused financial hardship for residents and businesses, the Companies implemented an Electric and Gas Bill Relief Program in 2022, approved by the New York State Public Service Commission for eligible New Yorkers, which reduced balances for past-due bills for customers through a one-time bill credit. In January 2023, additional relief for customers who did not previously receive a bill relief credit was approved. Qualifying residential and small business customers were eligible to have a past-due balance from bills for service through May 1, 2022, reduced through a one-time bill credit up to \$1,250 at NYSEG and \$1,500 at RG&E. The Companies also ceased disconnections during this time, though customers still may have received disconnection notices to assist them in qualifying for emergency assistance.

Customers in arrears will receive multiple communications from us 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.

NYSEG and RG&E make deferred payment agreements and other assistance available for eligible customers. We can help with payment plans for eligible customers, which are available online or by calling us so we can find a solution together. For more information on bill assistance or other available resources, visit nyseg.com/HelpWithBill or [Help With Bill - RGE](#)

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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 \$41 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 7,500 people and has been recognized by JUST Capital in 2021, 2022 and 2023 as one of the JUST 100 companies – a ranking of America’s best corporate citizens. In 2023, AVANGRID ranked first within the utility sector for its commitment to the environment. 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.

