

## **NYSEG Customer Service Representatives to Connect with Customers in Binghamton, Brewster and Cheektowaga Through October**

*Events give customers more in-person access*

*Customers can get help with their bills and ask questions*

**BINGHAMTON, N.Y. — October 12, 2023 —** New York State Electric & Gas (NYSEG) announced today upcoming customer service community connection events in Binghamton, Brewster and Cheektowaga during the month of October. Customers will have the opportunity to connect with customer service representatives and advocates in person. The events offer a chance for customers to ask questions and get help with their bills. NYSEG will take part in Assemblymember Monica Wallace’s Know Your Utility and Energy Rights Event on Friday, October 13 and host an event in Johnson City next week, with events in Somers and Pawling later this month.

“We want our customers to continue to have access to our customer service representatives and advocates,” said Thomas Garrity, regional manager of Government and Community Relations for NYSEG. “We’re offering them another convenient way to get the help they need, by bringing services directly to them.”

A schedule of events can be found below:

- October 13 – Cheektowaga Senior Center, 3349 Broadway, Cheektowaga; 2 to 3 p.m.
- October 18 – Oakdale Commons, 601-635 Harry L Dr., Johnson City; 4 to 6 p.m.
- October 19 – Heritage Hills Activities Center, Room 3, 985 Heritage Hills, Somers; 11 a.m. to 1 p.m.
- October 25 – Pawling Town Hall, 160 Charles Colman Blvd., Pawling; 5 to 7 p.m.

In addition to getting help with billing issues, representatives and advocates can answer questions about smart meter installations, address termination/shut-off notices, help with new services, and provide energy efficiency information.

NYSEG remains committed to improving customer service and will continue holding events with local government and community organizations across the region.

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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. (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](http://www.avangrid.com).



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