

NYSEG and RG&E Remind Customers of Resources to Manage Energy Bills

Customers can take control of their energy costs this winter

The Companies remind customers of options on its websites that can help manage energy bills

BINGHAMTON, N.Y. — February 7, 2024 — New York State Electric & Gas (NYSEG) and Rochester Gas and Electric (RG&E) are reminding customers of available resources to help manage their energy bills. The Companies build and maintain a safe, reliable system to deliver electricity or natural gas to your home or business.

New York State opened the State’s electric and natural gas industries to competition in the 1990s. Changes in the markets provided an opportunity for consumers to choose who provides their energy supply; either their utility or a third-party supplier known as an Energy Services Company or ESCO.

Customers can purchase energy supply from the utility or choose another energy supplier. A customer’s delivery charges, made up of a basic service charge, delivery charge, transition charge, and other surcharges are billed by NYSEG or RG&E regardless of a customer’s energy supplier. These charges are what customers pay NYSEG or RG&E to transport energy.

A customer’s supply charges, made up of a variable supply and a merchant function charge, is what customers pay to their energy supplier for the energy they use. NYSEG and RG&E’s supply prices are variable based on market prices and passed through to customers without profit or markup. Some suppliers may offer a fixed price.

“It’s important to note that the price of electricity and natural gas change each month, as market prices fluctuate,” said Senior Director of NY Energy Services for NYSEG and RG&E, Pat Fox. “Part of NYSEG and RG&E’s commitment to our customers is ensuring we are always there for them by informing them of their options so they can make the best choice for their households or businesses.”

Customers can go to dps.ny.gov and select Power to Choose – Energy Competition under tools to find available supplier pricing by zip code.

There may also be community choice energy programs that customers are auto enrolled in by their municipality. To learn more about those programs and how they work, visit: [Community Choice Aggregation | Department of Public Service \(ny.gov\)](https://www.dps.ny.gov/energy-choice)

There are a number of additional resources that can help customers understand and manage their monthly bills. The companies offer energy-saving tips and programs that can help lower energy use and control costs, as well as payment plans and assistance programs to manage energy costs. Budget

Billing can help spread seasonal energy costs from cooling or heating evenly over 12 months. While it's not a savings plan and is adjusted based on customer's energy use, it can help customers balance their bills throughout the year. Customers can learn more by visiting nyseg.com/UnderstandYourUsage or rge.com/UnderstandYourUsage.

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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, 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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