



In May 2022, New York State Electric & Gas (NYSEG) and Rochester Gas and Electric (RG&E) filed proposed plans with the New York State Public Services Commission (NYSPSC) to upgrade our infrastructure and invest smart technology to improve reliability.

What does this mean for customers?



Reliable Energy NY proposes a rate structure that would add \$10-18 to the average electric or gas residential customer's monthly delivery costs, or a 13-22% increase on each total bill. **Even with these proposed investments, NYSEG and RG&E will continue to have among the lowest electric and gas rates in New York.**

How will these investments benefit customers?



Infrastructure Investments

Improved reliability and resiliency



Customer Resources

Increased automated options to reflect our customers' preferences



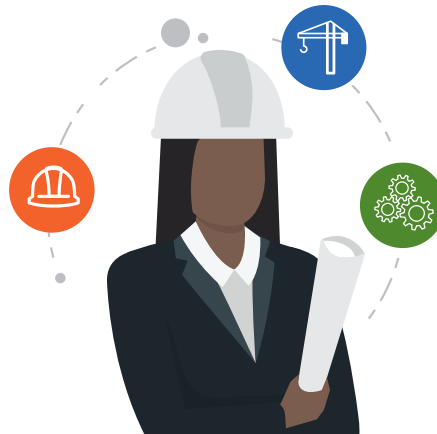
Smart Technology

Automating our grid and our communications to respond to outages faster and make contact with customers easier



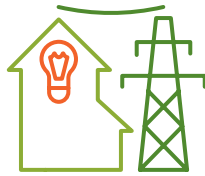
Energy Efficiency

Supporting customers and communities as they make the transition to clean energy



Reliability & Resilience

- Upgrades to critical infrastructure
 - Substations to limit the impacts of increased flooding
 - More than 10,000 new, stronger poles a year
 - Tree wire that can withstand more intense and more frequent storms
- Increased tree trimming
 - Smarter tree trimming that relies on data and analytics



Customer Resources

- Increased automated options to reflect our customers' preferences for communicating with us
- Enhanced resources for customers who are elderly or have low-to-moderate income
 - Home energy audits
 - Efficiency upgrades
- Additional employees for our customer call centers to respond to customer questions and concerns



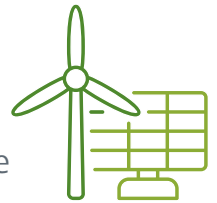
Smart Technology

- More grid automation tools to reduce outage impacts remotely
 - When outages do occur they will be identified faster, power can be restored sooner, and fewer customers will be affected
 - Efficiency upgrades
- Development of an e-portal for towns and cities to check on the status of service interruptions, impacts on critical facilities, and restoration status
- Automated communications systems to ensure direct contact with customers who rely on life-saving equipment during storms



Clean Energy

- New York's energy grid was not built with renewable sources of energy in mind. That's why we're proposing investing in smart technology that will improve reliability and enable us to connect more renewables – wind, solar – more effectively, efficiently and safely
- Procurement of company-owned battery storage and solar for low-income customers
- Low-income retail lighting to help customers choose energy efficient LED bulbs over other options through information and discounts; and LED bulbs distributed via area food banks



Our goal is simple: to best serve our customers.

We will accomplish that through these necessary investments, new programs and enhancements – all while continuing to have among the lowest electric and gas rates in the state.