

FOR IMMEDIATE RELEASE

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NYSEG and RG&E to Provide Bill Credit for All Customers

Part of New York State's ongoing efforts to address energy affordability

One-time credit applied automatically

BINGHAMTON, N.Y — April 17, 2024 — New York State Electric & Gas (NYSEG) and Rochester Gas and Electric (RG&E) will use funding from New York State to apply one-time bill credits for all electric and natural gas customers as part of the State's ongoing efforts to address energy affordability.

"We know the pressure of inflation affects every one of the more than two million customers our Companies serve," said Christine Alexander, vice president of Customer Service for NYSEG and RG&E. "Support like this from New York State can really help families maintain financial stability."

The bill credits will be applied automatically to an upcoming bill and will appear under the miscellaneous charges section on their bill as *NYS Energy Bill Credit*. NYSEG electric customers will receive \$9.52 while gas customers will receive \$15.66. For RG&E, \$18.40 will be applied to electric customers' bills, while \$11.26 will be credited for gas customers.

In addition to this credit, the Companies offer a variety of programs to assist customers with their bills. Any residential customers experiencing difficulty paying their utility bill should call Customer Service to inquire about assistance and options.

NYSEG and RG&E have payment plans and assistance available for those who qualify. Go to nyseg.com/HelpWithBill or [Help With Bill - RGE](https://www.rge.com/HelpWithBill) for more information about Budget Billing and assistance programs, or call us at 888.315.1755 (NYSEG) or 877.266.3492 (RG&E) for help.

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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 \$44 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 approximately 8,000 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 2024 for the sixth 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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