

FOR IMMEDIATE RELEASE

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## NYSEG and RG&E Call Center Efficiencies Reduce Wait Times for Customers

*The Companies report an increased percentage of calls answered within 30 seconds  
in final six months of 2023*

*Quicker service leads to higher overall customer satisfaction scores*

**BINGHAMTON, N.Y. — July 15, 2024—** New York State Electric & Gas (NYSEG) and Rochester Gas and Electric (RG&E) today announced another milestone in their ongoing commitment to customer service and reliability.

At NYSEG, 85.2% of customer calls were answered within 30 seconds in the final six months of 2023. RG&E saw 86.5% of customer calls answered within 30 seconds over the same time frame. Both companies exceeded the target of 70% of calls answered within 30 seconds set by the Public Service Commission (PSC).

“Our call center employees have made it their mission to deliver swift resolutions to our customer concerns,” said Christine Alexander, vice president of Customer Service at NYSEG and RG&E. “Our customers appreciate the quick response time which has led to an increase in overall customer satisfaction.”

Increased efficiency through enhanced customer service has led to improved overall satisfaction scores:

- **NYSEG:** Accomplished an 88% contact satisfaction rate at the close of 2023.
- **RG&E:** Accomplished an 85% contact satisfaction rate at the close of 2023.

Achieving call center efficiencies is the result of significant investments in workforce and technology to better serve our customers. The call centers welcomed 18 new customer care representatives this year and 15 more are set to begin training. Those new hires will help maintain staffing levels. Additionally, customers are taking advantage of our online service offerings that help shift call volumes. Just over 80% of all inbound customer engagement happens via self-service channels, where customers can make payments, submit meter readings, and check outages. More than 5,500 customers have given the online mobile app a five-star rating. More than half of all payments are managed through mobile web solutions with options for Google and Apple Pay, and nearly 90% of our customers now receive proactive outage alerts.

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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 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](http://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 \$45 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 as one of the JUST 100 companies – a ranking of America’s best corporate citizens – in 2024 for the fourth consecutive year. 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](http://www.avangrid.com).



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