

Energy Supply Rates and Usage Soar During Frigid Temperatures as NYSEG & RG&E Rates Remain Steady

Companies remind customers of the high cost of supply rates set by energy generators, not NYSEG and RG&E, and increase in energy usage are severely impacting high bills this Winter

Customers are urged to take part in a variety of assistance programs to prevent service disconnections

BINGHAMTON, N.Y. — February 25, 2025 — New York State Electric & Gas (NYSEG) and Rochester Gas and Electric (RG&E) today are reminding customers on the true drivers of high bills this winter season that include soaring supply rates caused by energy generating companies along with increased household usage. NYSEG and RG&E are urging customers to take advantage of a variety of assistance programs to avoid falling behind on bills and disconnections.

NYSEG and RG&E are responsible for delivering gas and electricity to customers and issuing bills that include the cost of delivery and supply. The Companies are only responsible for the cost associated with the delivery of energy to customers that is noted in every bill, which has not increased this winter. The supply costs of gas and electricity is a price that energy generating companies have set and is a pass-through cost that NYSEG & RG&E have no control over or profit from but must collect on the customer bill.

This drastic increase in supply costs combined with households using more energy to heat their homes to the same temperature during periods of prolonged winter weather, result in a higher customer bills. During colder months, heating systems have to work harder and run longer to maintain the indoor temperature, which increases usage.

“Having unpaid bills is stressful, but we want to make sure that customers are aware of the true driver of these high bills while also offering financial help for qualifying individuals,” said Christine Alexander, vice president of Customer Service at NYSEG and RG&E. “We urge customers to contact us about assistance programs and budget billing, sooner rather than later.”

NYSEG and RG&E offer many services designed to meet the variety of customers’ needs, including the Companies’ Energy Assistance Program. Customers who qualify for the Energy Assistance Program could receive a monthly credit on their bill. It may also benefit customers to take advantage of Budget Billing, which divides yearly bills into 12 equal payments, spreading those higher winter usage totals across the months.

- NYSEG: visit nyseg.com/HelpWithBill or call [888.315.1755](tel:888.315.1755)
- RG&E: visit rge.com/Help_With_Bill or call [877.266.3492](tel:877.266.3492)

The Home Energy Assistance Program (HEAP) is a federal grant program that helps eligible households pay for energy costs, repairs and weatherization. Income eligible customers may receive one regular HEAP benefit per season. In addition to regular HEAP, the household may also be eligible for emergency HEAP benefits. The number of emergency benefits varies per season depending on the availability of funds. For more information or to apply for a HEAP grant, visit: <http://otda.ny.gov/programs/heap/>.

Customers in arrears are provided multiple communications in advance of a disconnection. These contacts will include a bill, a reminder notice or a phone call, a termination notice with an additional payment period, an additional call, and then an in-person field visit to the residence to collect or shut off service. These measures are required by the New York State Public Service Commission and are intended to provide customers significant advance warning before any disconnection is performed.

NYSEG and RG&E make deferred payment agreements and other assistance available for eligible customers. The Companies can help with payment plans for eligible customers, which are available online or by calling Customer Service. The Companies have many services designed to meet a variety of needs for customers.

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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. is a leading energy company in the United States working to meet the growing demand for energy for homes and businesses across the nation through service, innovation, and continued investments by expanding grid infrastructure and energy generations projects. Avangrid has offices in Connecticut, New York, Massachusetts, Maine and Oregon, including operations in 24 states with approximately \$47 billion in assets, and 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 and in 2024. Through its renewables business, Avangrid owns and operates more than 75 energy generation facilities across the United States producing over 9GW of power for over 2.2 million customers. 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 2025 for the fifth consecutive year. The company 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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CNBC 2024

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