



NEWS RELEASE

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NYSEG and RG&E Launch Electric and Gas Bill Relief for Residential and Business Customers

No action needed by customers with past due bills; NYSEG and RG&E will automatically credit accounts as part of the extended program.

Binghamton, NY — January 19, 2023 — Recognizing that the COVID-19 pandemic has caused continued financial hardship for residents and businesses, New York State Electric & Gas (NYSEG) and Rochester Gas & Electric (RG&E) today launched the next phase of the statewide program which provides additional relief to residential and small business customers.

“Based on current market prices, the average residential customer is expected to see a 20 percent increase in electricity supply price from December through March over last year, and about 40 percent more for the gas supply price,” said Patricia Nilsen, president and CEO of NYSEG and RG&E. “We recognize that it has been a difficult winter season for many of our customers and will continue working to make sure customers are getting any available assistance they need to heat their homes.”

The New York State Public Service Commission (NYPSC) has approved an additional \$672 million for a second round of financial help for customers who did not receive a bill relief credit in the first phase of the program. Qualifying residential and small business customers are eligible if they have any past-due balance from bills for service through May 1, 2022, reduced through a one-time bill credit, up to a maximum below:

Company	Residential	Small Business
NYSEG	Up to \$1,000	Up to \$1,250
RG&E	Up to \$1,500	Up to \$1,500

To qualify for a bill credit in 2023, an individual must have a past due balance for service billed through May 1, 2022 and be a residential customer who did not previously receive an

electric or gas bill credit. Small business customers with usage below a certain point for electricity and gas in the past 12 months who have a past due balance for service billed through May 1, 2022 are also eligible.

Residential and small business customers who meet the criteria will have their bill credits processed automatically, and do not need to take any action. They will be notified by a bill message once the credit is applied. In addition, residential customers will not have their service suspended for non-payment until after March 1, 2023, or 30 days after credits are applied, whichever is later. Customers enrolled in a NYSEG or RG&E's bill discount program or Energy Assistance Program by December 31, 2022 or have received benefits under New York State's Emergency Rental Assistance Program (ERAP) or the Home Energy Assistance Program Regular Arrears Supplement (RAS) last heating season and previously received a bill relief credit, will not receive an additional credit in 2023.

For more information on bill assistance or other available resources, visit nyseg.com/HelpWithBill

rge.com/HelpWithBill

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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 \$40 billion in assets and operations in 24 U.S. states, AVANGRID has two primary lines of business: Avangrid Networks and Avangrid Renewables. Avangrid Networks owns and operates eight electric and natural gas utilities, serving more than 3.3 million customers in New York and New England. Avangrid Renewables owns and operates a portfolio of renewable energy generation facilities across the United States. AVANGRID employs more than 7,000 people and has been recognized by JUST Capital in 2021 and 2022 as one of the JUST 100 companies – a ranking of America's best corporate citizens. In 2022, AVANGRID ranked second within the utility sector for its commitment to the environment and the communities it serves. The company supports the U.N.'s Sustainable Development Goals and was named among the World's Most Ethical Companies in 2022 for the fourth consecutive year by the Ethisphere Institute. For more information, visit www.avangrid.com.



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