



## NEWS RELEASE

FOR IMMEDIATE RELEASE

### **NYSEG AND RG&E ANNOUNCE LATE PAYMENT CHARGE SUSPENSION FOR WINTER HEATING SEASON**

*Measure will alleviate hardships associated with winter supply pricing increases*

**BINGHAMTON, New York — November 28, 2022 —** In response to current market conditions that have raised energy supply prices, NYSEG and RG&E will suspend late payment charges from December 1, 2022 through April 15, 2023 for all customers.

“Our electricity and natural gas delivery rates are expected to remain steady through the winter, but supply prices are expected to climb” said Patricia Nilsen, president and CEO of NYSEG and RG&E. “To alleviate the financial hardship this will cause during the winter heating season, we have elected to waive late payment charges on customer bills for this period.”

NYSEG and RG&E do not own generation, but procure energy on the open market, which has experienced rising prices due to increased fuel prices, supply constraints, and global events. The companies don’t realize any financial benefit from supply charges, as supply charges are passthrough costs that represent the actual cost of purchasing the energy to deliver to customers.

“Suspending charges for late payments is a measure we take to ease financial burdens on our customers during extraordinary circumstances,” said Pedro Azagra, CEO of AVANGRID. “We recognize that New Yorkers depend on the essential utilities we provide, and we want to partner with them to ensure uninterrupted service.”

NYSEG and RG&E make deferred payment agreements available for eligible customers. We can help with payment plans for eligible customers, which are available online or by calling us so we can find a solution together.

[Home Energy Assistance Program \(HEAP\)](#) and [Emergency HEAP](#) are federal grant programs that help income eligible households pay for energy bills, repairs, and weatherization. If you receive HEAP benefits, you are automatically enrolled in the utility’s Energy Assistance Program, which provides for monthly credits on your utility bill. As an additional benefit in 2022, if you are enrolled by December 31, 2022, and you have unpaid balances for services through May 1, 2022, you will receive a one-time bill credit as part of the Electric and Gas Bill Relief Program. We encourage customers to apply now.

The Public Service Commission estimates on average a residential electric customer using 600 kWh per month in New York is expected to pay about \$75 per month for supply this winter, up 42 percent from the same period a year ago. Residential Gas customers using 732 therms of natural gas can expect to pay an estimated \$240 per month during the winter heating season. This is an increase of about 30 percent over the same period last year. But

note the actual amount will vary widely by region due to the weather. A colder-than-normal winter will cause usage and bills to increase.

Customers have options for their electricity and/or natural gas supply. Information on choosing an electricity or natural gas supplier is available at [nyseg.com/choice](http://nyseg.com/choice) and [rge.com/choice](http://rge.com/choice). We encourage customers to consult with their supplier for information on winter supply prices.

NYSEG and RG&E are subsidiaries of AVANGRID, Inc.

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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 \$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

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for the fourth consecutive year by the Ethisphere Institute. For more information, visit [www.avangrid.com](http://www.avangrid.com).



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