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NYSEG and RG&E to Inform Customers with Upcoming Webinars

The sessions will share information on programs and resources to help customers manage monthly bills

The Companies held successful events in December; part of its commitment to improve customer service

BINGHAMTON, N.Y. — February 8, 2024 — New York State Electric & Gas (NYSEG) and Rochester Gas and Electric (RG&E) will host customer assistance sessions next week. The virtual sessions are designed to share information on the programs and resources the Companies offer that can help customers manage their monthly bills and save money.

The free webinars will be offered on February 13 and 14 from noon to 1 p.m. and will last approximately one hour. Customers can register for the event by clicking this link:

https://zoom.us/webinar/register/WN_UvyszLjcRGq-klqv9JmpGw

Both sessions are the same webinar; the Companies are offering two dates to accommodate customers' schedules.

NYSEG and RG&E held successful webinars in December. The Companies remain committed to customer service improvements and will continue to hold events with local government and community organizations across the region.

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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 \$41 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 more than 7,500 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