

NYSEG and RGE Introduce Solutions to Help Customers Control Energy Costs

Forecasted hotter-than-average temperatures could result in higher supply prices

Binghamton, NY — July 22, 2025 — New York State Electric & Gas (NYSEG) and Rochester Gas and Electric (RG&E) wants customers to know that the combination of forecasted hotter-than-average summer temperatures and rising electricity supply prices could result in increased costs associated with the supply portion of a customer’s bills this summer.

To help manage costs, Companies have created tools, such as usage alerts for customers with smart meters, to help them better understand and manage their energy consumption. Usage alerts notify customers when daily usage is 50 percent higher or 75 percent lower than the past 30-day average for three days in a row. Customers can also set a monthly energy use threshold and receive an alert if that threshold is exceeded. Additionally, a weekly alert can be sent that provides a summary of energy consumption for the week.

“We understand that any increase in energy costs can be concerning for our customers,” said Pat Fox, senior director of Energy Supply at NYSEG and RG&E. “While we don’t control or profit from supply charges, we want to ensure our customers are informed and supported. We encourage anyone facing financial difficulty to reach out and explore the assistance programs available.”

Some other tips to consider for saving energy this summer include turning up the thermostat, so your cooling system doesn’t need to work as hard and using fans to circulate air to make a room feel cooler. Additionally, closing shades and curtains during the day can help block heat from the sun.

NYSEG and RG&E do not profit from the supply charge for customers who purchase their energy from the utilities. Supply is a pass-through cost, meaning customers pay the same price the utilities pay to purchase the energy. These prices are determined by the energy market and fluctuate regularly.

In addition to increased usage due to warmer weather, the cost to produce energy is also expected to rise. As a result, customers may see an estimated 6.5 percent increase in their bills between June and September compared to the same period last year. This is a projection from the PSC, and actual impacts may vary depending on individual usage and utility provider.

While NYSEG and RG&E do not control or profit from supply costs, they encourage customers who may have difficulty paying their bills to explore available assistance programs. Customers can visit nyseg.com/helpwithyourbill or rge.com/helpwithbill, or call NYSEG at 888.315.1755 or RG&E at 877.266.3492 to learn more about available assistance programs and find out if they qualify.

###

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 generation projects. Avangrid has offices in Connecticut, New York, Massachusetts, Maine and Oregon, including operations in 23 states with approximately \$47 billion in assets, and has two primary lines of business: networks and power. 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 power generation business, Avangrid owns and operates more than 75 energy generation facilities across the United States producing 10.5 GW of power for over 3.1 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 2025 for the seventh consecutive year by the Ethisphere Institute. Avangrid is a member of the group of companies controlled by Iberdrola, S.A. For more information, visit <http://www.avangrid.com>.



Media Contact:

Max Weissman

Max.Weissman@avangrid.com

(518) 857- 1650