

HEAP Enrollment Opens on November 1 for NYSEG and RG&E Customers

Benefits are available through March 17, 2025, or until funds are exhausted

Other payment options, including Budget Billing, and payment assistance, are available

BINGHAMTON, N.Y. — October 28, 2024 — New York State Electric & Gas (NYSEG) and Rochester Gas and Electric (RG&E) are reminding customers that applications for the Home Energy Assistance Program (HEAP) will be accepted starting November 1, 2024. The Companies recognize that customers can be challenged by winter heating bills and want to help them manage their energy costs.

“As we anticipate the colder months, we encourage our customers to apply for HEAP to help manage their energy costs,” said Christine Alexander, vice president of Customer Service for NYSEG and RG&E. “We recognize that our customers may need a little extra help during the winter heating season, and understanding the full range of assistance we offer can help.”

HEAP is a federal grant program that helps eligible households pay for energy costs and weatherization. Benefits are available through March 17, 2025, or until funds are exhausted, whichever comes first. Customers enrolled in HEAP are automatically enrolled in the Companies' Energy Assistance Program (EAP). EAP provides customers with an automatic monthly bill credit.

NYSEG and RG&E have expanded the eligibility requirements to qualify for EAP. If customers receive any of the following assistance below, they can complete an application and submit proof of participation for enrollment.

- Supplemental Security Income (SSI)
- Supplemental Nutrition Assistance Program (SNAP)
- Medicaid
- Federal Public Housing Assistance
- Veterans Pension and Survivor Benefits
- Bureau of Indian Affairs General Assistance
- Tribal Temporary Assistance for Needy Families (TANF)

- Food Distribution Program on Indian Reservations
- Tribal Lands Head Start
- Lifeline Telephone Service Program
- HEAP grant applied to a fuel vendor other than NYSEG or RG&E

For more information about HEAP, please visit [myBenefits \(ny.gov\)](https://myBenefits.ny.gov) or contact the local Department of Social Services.

The Companies also remind customers of payment options, including budget billing, energy-saving tips, and energy efficiency programs. To learn about EAP and other assistance programs visit [Help With Your Bill | NYSEG - NYSEG](#) or [Help With Your Bill | RG&E - RGE](#).

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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 \$46 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 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 2024 for the fourth consecutive year. In 2024, Avangrid ranked first among utilities and 12 overall. The company supports the U.N.’s Sustainable Development Goals and 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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Media Contact:

Alexis Arnold

alexis.arnold@avangrid.com

585.953.3159

