



NYSEG Announcing More Community Connection Events in Erie County Next Week

Reps and advocates at events to connect with customers, offering resources and addressing billing needs

There will be no formal presentation, customers helped on a first-come-first-served basis

LANCASTER, N.Y. — October 2, 2024 — New York State Electric & Gas (NYSEG) will hold three Community Connection events in Erie County next week to connect directly with customers, offering resources and addressing account needs. These events allow the Company’s customers to get face-to-face, one-on-one help with a billing concern or with assistance they may require in paying their bill.

This is an opportunity to offer customers different locations and times in their communities. There will not be a formal presentation. Customers are encouraged to show up anytime during the available time slots to meet with a customer service representative. Customers will be helped on a first-come-first-served basis.

At each of these events, customers can ask questions about their accounts and learn about resources to help manage energy costs.

Details of upcoming events are below:

Tuesday, October 8	Aurora Town Hall 575 Oakwood, Ave. East Aurora, N.Y. 14052	Noon to 2 p.m.
Tuesday, October 8	Boston Town Hall 8500 Boston State Rd. Boston, N.Y. 14025	4:30 p.m. to 6:30 p.m.
Wednesday, October 9	Elma Town Hall 1600 Bowen Rd. Elma, N.Y. 14059	Noon to 2 p.m.

NYSEG remains committed to the communities it serves and will continue to have a direct presence in the community. The Company strives to provide reliable, responsive service customers have come to expect for 172 years and will work with local organizations to provide access to its programs and offer assistance for customers.

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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 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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