



## NEWS RELEASE

FOR IMMEDIATE RELEASE

### **RG&E ENCOURAGES CUSTOMERS TO TAKE ACTION NOW TO MANAGE RISING WINTER ENERGY COSTS**

*Company reminds customers of payment options, budget billing, energy saving tips, and energy efficiency programs*

**ROCHESTER, NY — October 7, 2022 —** [Rochester Gas & Electric \(RG&E\)](#) is urging customers to take steps to manage their energy bills this winter due to market conditions that have elevated energy supply prices.

“Our electricity and natural gas delivery rates are expected to remain steady through the winter,” said Terri VanBrooker, Vice President of Customer Service for NYSEG and RG&E. “The other major component of bills, supply prices, are provided by third parties and are projected to significantly increase compared to last year. These supply prices, combined with higher energy use in the cold weather months, may result in higher bills for our customers.”

RG&E does not own generation but procure energy on the open market which has experienced a rise in fuel prices due to supply constraints and global events. The company does not 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.

The company estimates that based on current market prices, the average residential customer will pay an average of about \$18 more a month for electricity – December through March – which represents a projected increase over last year of about 20%. Those who are also gas customers, can expect to pay an average of about \$60 more a month for gas from December through March. This is an increase of about 43% over the same period last year.

Customers have other options for their electricity and/or natural gas supply. Information on choosing an electricity or natural gas supplier is available at [rge.com/choice](http://rge.com/choice).

Those customers who already obtain their electricity and/or natural gas from a supplier other than RG&E (also known as an energy services company or ESCO) should consult

with their supplier for information on winter supply prices and ask if a balanced billing program is available.

“We encourage our customers to take steps to ensure they are using energy wisely. This includes weatherization projects, implementing low- and no-cost energy conservation measures and considering our Budget Billing service,” VanBrooker said.

### **Budget Billing**

When a customer signs up for Budget Billing, RG&E divides their annual energy bill into 12 equal payments. Every three months, we may review the actual cost of energy used and compare it to the total payments made. If needed, the monthly budget payment is adjusted up or down. This reduces the possibility of a large credit or balance due at the end of the Budget Billing year and protects customer from price volatility.

RG&E also offers eBill and AutoPay services so customers can set up automatic payments; either service is an ideal complement to Budget Billing to take the worry out of remembering to pay energy bills on time.

To sign up for Budget Billing, eBill or AutoPay services or for more information, RG&E customers can visit [rge.com](http://rge.com) and click on “Account”.

### **Using Energy Wisely**

Taking a few simple steps to control energy use, particularly during extreme weather conditions when energy commodity costs tend to spike, can help control winter bills. Here are some tips from RG&E:

#### Heating

- Set the thermostat as low as comfort permits. Each degree above 68° F can use 3% more energy.
- Turn thermostats down to 58° when you’re away from the house for more than a few hours or in bed for the night. (This may not be advisable if frail, ill or elderly people or infants are in the home.)
- Install a programmable or wi-fi thermostat to automatically control your heating by lowering the temperature when you’re not home.
- Clean or replace furnace filters as recommended and have your furnace burner checked and cleaned annually by a contractor. A well cleaned and tuned heating system saves you money.
- Use registers to direct warm airflow across the floor, not up toward the ceiling.
- Close vents and doors in unused rooms and close fireplace dampers when not in use.

- Open draperies and blinds on sunny days to let the warmth in; close them at night to insulate against cold air outside.

#### Lighting/Electricity

- Install high-efficiency LED lighting. LED lighting uses 90% less energy than standard incandescent bulbs and lasts up to 25 times longer.
- Use programmable timers to turn lights on/off.
- Turn off lights and electronics when not in use.

#### Hot Water

- Set water heater temperatures at 120° to cut water heating bills without sacrificing comfort.
- Install water-flow restrictors in showerheads and faucets.
- Limit the length of showers.

Run washing machines and clothes dryers with a full load.

For energy saving tips visit:

- [rge.com/UnderstandYourUsage](http://rge.com/UnderstandYourUsage)

For information on RG&E energy efficiency incentives and rebate programs visit:

- [rge.com/EnergyEfficiencyPrograms](http://rge.com/EnergyEfficiencyPrograms)

For more information on Energy Efficiency/Smart Solutions visit:

- [Smart Energy - RGE](#)

### **Energy Assistance Programs**

Energy Assistance Program (EAP) helps eligible customers manage their energy bills through a monthly bill discount. You're automatically enrolled with a current HEAP benefit, and we've expanded eligibility criteria with a new application if you receive other assistance.

Payment Plans - We can help with payment plans available online for eligible customers or contact 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.

For more information visit:

- [Home Energy Assistance Program \(HEAP\) | OTDA \(ny.gov\)](#)

Customers who are having difficulty paying their bills are urged to contact RG&E right away (RG&E: 877.266.3492) or visit [rge.com/HelpWithBill](http://rge.com/HelpWithBill).

RG&E is a subsidiary of AVANGRID, Inc.

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



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**Media Contacts:**

- **Julio Saenz**  
[julio.saenz@avangrid.com](mailto:julio.saenz@avangrid.com)  
585.629.7895