



FOR IMMEDIATE RELEASE

RG&E Reminds Customers that New York HEAP Enrollment Has Begun

New York's new Regular Arrears Supplement HEAP benefit also remains open for customers with past due energy expenses

ROCHESTER, N.Y. — October 6, 2021 — As cold weather approaches, Rochester Gas and Electric (RG&E) is reminding customers that enrollment for New York's Home Energy Assistance Program (HEAP) is now open. Additionally, the company would like to remind customers that applications are also being accepted for the Regular Arrears Supplement HEAP benefit, which provides a one-time utility relief benefit on current arrears.

"There are many state and federal programs currently available, with many offering assistance on past due energy bills," said Scott Baker, vice president of customer service at RG&E. "I encourage customers to look into these programs to see if they qualify and take advantage of them. We also want our customers to know that we are here to help them navigate their options. If you're wondering what support may be available to you, please reach out to us."

Customers who anticipate the need for heating assistance should take action now to determine their eligibility for HEAP and get enrolled before the cold weather sets in. According to the New York Office of Temporary and Disability Assistance (OTDA), the enrollment period for HEAP opened on October 1, 2021.

HEAP assists low-income people pay the cost of heating their homes. Those eligible may receive one regular HEAP benefit per program year and could also be eligible for emergency HEAP benefits if they are in danger of running out of fuel.

Eligibility and benefits are based on a number of factors, including income, household size, the primary heating source and the presence of a household member who is under age 6, age 60 or older, or is permanently disabled.

New York state also announced a new customer assistance program to support customers with past due energy expenses. The Regular Arrears Supplement HEAP benefit is now available to HEAP-eligible customers and is a one-time benefit based on the actual amount

of current utility arrears, up to a maximum of \$10,000 per applicant household. The OTDA opened the Regular Arrears Supplement benefit on September 22, 2021.

For more information on how to apply for HEAP and the Regular Arrears Supplement benefit, including the necessary income qualifications, customers are urged to visit [the New York State OTDA website](#).

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.

About AVANGRID: AVANGRID, Inc. (NYSE: AGR) aspires to be the leading sustainable energy company in the United States. Headquartered in Orange, CT with approximately \$39 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 approximately 7,000 people and has been recognized by Forbes and Just Capital as one of the 2021 JUST 100 companies – a list of America’s best corporate citizens – and was ranked number one 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 2021 for the third consecutive year by the Ethisphere Institute. For more information, visit www.avangrid.com.



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