

NYSEG and RG&E Share Tips for Winter Heating Season Preparedness

Households that rely on life-sustaining equipment should contact NYSEG and RG&E early

Supply prices expected to surge as demand increases due to colder weather

BINGHAMTON, N.Y. — November 20, 2025 — New York State Electric & Gas (NYSEG) and Rochester Gas and Electric (RG&E) are urging customers to prepare for winter weather and are offering practical tips to stay safe and warm this season.

“As any Upstate New Yorker knows, the winter storm season is right around the corner. These storms can happen at any moment, which is why we want all of our customers to be prepared, especially those who rely on life-sustaining equipment,” said Jennifer Pearce, VP of Reliability Assurance and Emergency Management for NYSEG and RG&E’s parent Company Avangrid. “NYSEG and RG&E have benefits and services that can help customers with critical support when they need it most, but it is best to reach out early, before the winter storm season starts.”

Customers who use oxygen tanks are reminded to charge their oxygen concentrators. NYSEG and RG&E customers who rely on life-sustaining equipment are encouraged to let the Companies know early. Those who have life-sustaining equipment can get enhanced texting service to notify them of storm preparation and to make sure they’re safe and getting important information needed during an outage.

Households that rely on life-sustaining equipment are encouraged to call NYSEG at 800.572.1111 or RG&E at 800.743.2110 to ensure the correct mobile phone number is on file so customers can be reached in an emergency. Customers can also find more information at [Help With Your Bill | NYSEG - NYSEG](#), or [Help With Your Bill | RG&E - RGE](#) - under the Life Support Users section.

Customers using this type of equipment also need to complete a form from their physician and return it to NYSEG and RG&E. This allows the Companies to code customer accounts and meters properly and supports both prioritization of restoration during an event and additional contact during a prolonged outage.

According to the Public Service Commission (PSC) and the New York Independent System Operator (NYISO), energy supply prices are expected to surge during the upcoming colder months. Although the Companies mitigate costs for customers who are on the standard service option (SCI), by hedging those rates, supply costs are still expected to go up. This is due to an increase in energy demand

during those colder months. To learn more about different electric supply options, customers can visit [Electric Pricing - NYSEG](#) or [Electric Pricing and Rates - RGE](#).

The Companies also remind customers that while generators are useful, they can be dangerous if not used properly. Customers should perform routine maintenance on their generators to ensure they work when they need it during an outage.

- Review these safety tips before using your portable or permanent generator.
- Read, understand, and follow the manufacturer's instructions.
- Don't run a generator indoors or in a garage.
- Operate your generator outdoors in a clean, dry, well-ventilated area and never indoors or in a garage.
- Generators must be properly grounded.
- After losing power, turn off the main breaker or pull the main fuse block.
- Generators that are directly connected to existing wiring systems must use a double-pole, double-throw transfer switch.
- All electrical connections must comply with the National Electric Code.
- Do not overload generator with too many appliances.
- Use properly sized extension cords in good condition.
- You may be liable for damage or injury to people and property that may result from an improperly installed or operated emergency generator.

Customers can read the Companies' [Emergency Generator Safety brochure](#) for more information.

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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. 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 \$48 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 3.4 million customers in New York and New England. Through its power generation business, Avangrid owns and operates 80 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..>



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