

NYSEG and RG&E Increasing Awareness of Bill Assistance Programs for Veterans

The Companies launch new effort to reach thousands of veterans who may be eligible for additional assistance

Companies look to connect eligible customers with EAP benefits

BINGHAMTON, N.Y. — October 12, 2026 — New York State Electric & Gas (NYSEG) and Rochester Gas and Electric (RG&E) are launching a new outreach initiative to increase awareness of bill assistance programs for veterans.

There are thousands of veterans who are NYSEG and RG&E customers who may be eligible for additional assistance, and while the Energy Affordability Program (EAP) is not automatically available, customers receiving Veterans Disability or Survivors Pension may qualify for monthly EAP bill credits.

NYSEG and RG&E are working with veterans' agencies, community organizations, and AVANVETS, a dedicated employee resource group at Avangrid designed to support, connect, and empower employees who have served in the U.S. Armed Forces, to connect customers with resources.

"We know there are many veterans and their families that may qualify for programs designed to help manage energy costs but are not aware of these benefits, and we are excited to launch this new effort to the people and their families who have served our country," said **Kerby Sainclair, an AVANVETS member**. "Connecting customers with available assistance is an important part of our commitment to the communities we serve, and as Veterans Day approaches, we want to connect as many people as possible with resources like EAP and other bill relief options."

The Companies' outreach team will be at upcoming events where customers have the opportunity to connect with customer service representatives one-on-one to ask questions, get help understanding their bills, and get tools to better manage energy use.

Customer advocates can help determine whether customers qualify for EAP, which offers an additional monthly bill credit, or the Enhanced Energy Affordability Program (EEAP). Representatives can help with other financial assistance, including budget billing and payment plans. Customers can also learn about energy efficiency programs and tools such as Energy Manager, which allow customers to take control of their energy usage.

A full schedule of events is below:

Date	Time	Location
Tuesday, Oct. 13	10 a.m.–12 p.m.	Patterson Recreation Center, 65 Front St., Patterson, NY
Tuesday, Oct. 13	4–7 p.m.	Town of Liberty Parks and Recreation, 119 N. Main St., Liberty, NY
Tuesday, Oct. 13	1–3 p.m.	Monroe County Office Building, 39 W. Main St., Rochester, NY
Wednesday, Oct. 21	1–3 p.m.	Austerlitz Town Hall, 816 Route 203, Spencertown, NY
Saturday, Oct. 24	11 a.m. -1 p.m.	Aenon Baptist Church, 175 Genesee St., Rochester, NY
Tuesday, Oct. 27	6 – 8:30 p.m.	City of Norwich Fire Dept., 31 E Main St #1, Norwich, NY
Thursday, Oct. 29	12-2 p.m.	Southside Mall, 5006 NY-23, Oneonta, NY
Wednesday, Nov. 4	4–7 p.m.	Plattsburgh Town Hall, 151 Banker Rd., Plattsburgh, NY
Wednesday, Nov. 4	1-3 p.m.	Town of Ghent/Chatham Senior Group, 1039 Route 22, Ghent, NY
Thursday, Nov. 5	4 -7 p.m.	Cheektowaga Senior Center, 3349 Broadway St., Cheektowaga, NY
Thursday, Nov. 12	4 -7 p.m.	Henrietta Town Hall, 475 Calkins Rd., Henrietta, NY
Saturday, Nov. 14	9-1 p.m.	Locke Town Hall, 1215 NY-38, Moravia, NY

The Companies remain committed to the communities they serve, providing assistance to all who need it. NYSEG and RG&E will schedule more in-person events and encourage customers in need of assistance to call customer service at RG&E: 800.743.2110, NYSEG: 800.572.1111. Customers can also explore tools and programs available at [Help With Your Bill | RG&E - RGE](#) or [Help With Your Bill | NYSEG - NYSEG](#).

HEAP enrollment opens on November 2. Customers are encouraged to apply for HEAP assistance. Funds are available until exhausted. For more information on how to apply for HEAP, including the necessary income qualifications, customers are urged to visit the [New York State OTDA website](#).

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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 U.S. energy company investing in grid infrastructure and power generation projects to deliver reliable energy and meet growing electricity demand. With approximately \$50 billion in assets and operations across 25 states, Avangrid is helping modernize the U.S. electric grid, improve system resiliency, and support economic growth for the customers and communities it serves.

Avangrid owns and operates seven electric and natural gas utilities, serving more than 3.4 million customers in New York and New England. Avangrid also has nearly 100 energy generation facilities across the United States and more than 11 gigawatts of installed capacity. Avangrid has more than 8,300 employees and was named among the World's Most Ethical Companies in 2026 for the eighth consecutive year by the Ethisphere Institute. Avangrid is a member of the Iberdrola Group.



Media Contact

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716.368.1284

Energy Assistance Program Application



Discount for eligible residential customers

Please complete this form, sign, and return by email, fax or mail to:

email **NYSEGEnergyAssistanceProgramMailbox@nyseg.com**
fax **800.325.9920**
mail NYSEG Energy Assistance Program
P.O. Box 5240
Binghamton, NY 13902-5240

Customer Name				Benefit Qualifying Person			
Mailing Address					Apartment No.		
City		State	NY	Zip		Phone	
Account No.				Email Address			

Please check the program from which you now receive assistance

- | | |
|--|---|
| ☐ Supplemental Nutrition Assistance Program (SNAP) | ☐ Head Start (if living on tribal lands) |
| ☐ Medicaid | ☐ Tribal TANF (if living on tribal lands) |
| ☐ Veterans Disability or Survivors Pension | ☐ Food Distribution Program on Indian Reservations (if living on tribal lands) |
| ☐ Supplemental Security Income (SSI) | ☐ Home Energy Assistance Program (HEAP) |
| ☐ Federal Public Housing Assistance | ☐ Lifeline Telephone Service Program (Lifeline) |
| ☐ Bureau of Indian Affairs General Assistance (if living on tribal lands) | |

Eligibility Requirements

To prove participation in one of the above programs, please submit an award letter or a document that includes your name or the name of their benefit qualifying person (BQP), the name of the qualifying program, and the government, Tribal entity or program administrator that issued the document. All documentation must have an issue date within the last 12 months or a future expiration date that aligns with the benefit period.

Customer/Benefit Qualifying Person Certification and Authorization

I certify that the information above is correct. By signing this form, I allow NYSEG to share and verify information in my application or documentation for this program with Third Parties. I also allow Third Parties to give NYSEG, or representatives or agencies of the federal, state, or local government, information or documentation requested about me related to this and related programs. This information will be shared to help process my application and for ongoing participation and compliance with the program. Information that NYSEG and a Third Party may share about me:

- Information about my application, program participation, and eligibility.
- Information and documentation about utilities, payment history, employment history, income, application status, and award information for benefits or utilities assistance.

Customer Signature		Date	
Benefit Qualifying Person Signature (if necessary)		Date	

If you have any questions, please contact us at 800.572.1111.

Aplicación del Programa de asistencia de energía



Descuento para clientes residenciales aptos

Complete este formulario, fírmelo y envíelo por correo electrónico, fax o correo postal a:

correo electrónico **NYSEGEnergyAssistanceProgramMailbox@nyseg.com**
fax **800.325.9920**
Correo postal NYSEG Energy Assistance Program
P.O. Box 5240
Binghamton, NY 13902-5240

Nombre del cliente				Persona calificada para recibir beneficios			
Dirección postal N.º					N.º de depto		
Ciudad		Estado	NY	Código postal		Teléfono	
N.º de cuenta				Dirección de correo electrónico			

Marque el programa del cual actualmente recibe asistencia

- | | |
|--|---|
| ☐ Programa de asistencia nutricional complementaria (Supplemental Nutrition Assistance Program, SNAP) | ☐ Asistencia general de la Secretaría de asuntos indígenas (Bureau of Indian Affairs General Assistance, si vive en tierras de aborígenes) |
| ☐ Medicaid | ☐ Head Start (si vive en tierras de aborígenes) |
| ☐ Pensión de sobrevivientes o jubilación por discapacidad de veteranos de guerra | ☐ Tribal TANF (si vive en tierras de aborígenes) |
| ☐ Ingreso de seguridad complementario (Supplemental Security Income, SSI) | ☐ Programa de distribución de alimentos en reservas indígenas (si vive en tierras de aborígenes) |
| ☐ Asistencia federal para la vivienda pública (Federal Public Housing Assistance) | ☐ Programa de asistencia de energía para el hogar (Home Energy Assistance Program, HEAP) |
| | ☐ Programa de servicio telefónico Lifeline (Lifeline) |

Requisitos de aptitud

Para comprobar su participación en uno de los programas anteriores, envíe una carta de adjudicación o un documento que tenga su nombre o el nombre de la persona calificada para recibir beneficios (BQP), el nombre del programa para el que califica, el gobierno, la entidad aborígen o el administrador del programa que emitió del documento. Toda la documentación debe tener una fecha de emisión en los últimos 12 meses o una fecha de caducidad a futuro que se alinee con el periodo de beneficios.

Certificación y autorización del usuario o la persona calificada para recibir beneficios

Certifico que la información anterior es correcta. Al firmar este formulario, autorizo a NYSEG a que intercambie y verifique la información presente en mi solicitud o documentación de este programa con terceros. También autorizo que terceros entreguen a NYSEG, representantes o agencias gubernamentales locales, estatales o federales información o documentación que se solicite sobre mi persona relacionada con este programa o programas relacionados. Esta información se intercambiará para ayudar el proceso de mi solicitud y para la participación y el cumplimiento permanente del programa. La información que NYSEG y un tercero podrá intercambiar sobre mi persona es la siguiente:

- Información sobre mi solicitud, participación en el programa y aptitud.
- Información y documentación sobre servicios públicos, historial de pagos, antecedentes laborales, ingresos, estado de la solicitud e información de adjudicación de beneficios o asistencia para recibir servicios públicos.

Firma del usuario		Fecha	
Firma de la persona calificada para recibir beneficios (si corresponde)		Fecha	

Si tiene alguna pregunta, llámenos al 800.572.1111.