



# Corporate Responsibility Report 2025

New York State Electric & Gas Corporation (NYSEG)  
Rochester Gas and Electric Corporation (RG&E)





# Our Networks Operations in New York

## A Message from Leadership

Every day, the teams at **New York State Electric & Gas** and **Rochester Gas and Electric** work together with customers, elected officials, businesses, community-based organizations and other key stakeholders in order to understand the energy needs of our customer communities.

Our work directly responds to the priorities of our stakeholders, and I'm proud of what we accomplished in 2025.

We deployed new tools to help customers manage costs, like **Usage Alerts**, which notify customers of unusual usage, and "**Understanding Your Bill**" resources, which explain every line item on a typical bill. We continued deploying **customer smart meters**, a technology enabling faster outage response, and real-time tools like **Energy Manager**. We completed major substation modernization projects to increase reliability and resilience, including Substation 168 – a five-year, \$60 million investment serving RG&E customers in Manchester and Farmington.

We are making strides in customer service, with over **75%** of calls answered in 30 seconds or less, and a customer satisfaction score of **85%**, the highest since **2021**.

We also continued to advocate for grid-strengthening investments, such as updating critical infrastructure and using technology to reduce outages, speed up repairs, and keep the power on for our customers.

To increase reliability and resilience, we need to invest in upgrading aging electric and natural gas infrastructure. To address the cause of 50% of power outages, we need to accelerate tree trimming. We also need to expand capacity to make room for more power generation and delivery. And we need to continue our work on the customer experience by enhancing systems and processes to improve customer satisfaction, prevent cyber security risks and effectively communicate with our customers.

Our teams are proud to power New York, and we look forward to another year of serving our customers and advancing New Yorkers toward a safe, resilient and energy-independent future.

**Patricia Nilsen**  
CEO – NYSEG and RG&E





# 2025 Operational Data - New York

## NYSEG

**43,423**

miles of electric distribution lines

**4,549**

miles of electric transmission lines

**8,593**

miles of natural gas distribution pipelines

**20**

miles of natural gas transmission pipelines

**2.7M**

population served

**425**

substations

**2,390**

employees

**924,544**

electric customers

**272,243**

natural gas customers

**530**

communities, towns, cities and villages served across **42** counties

**\$11B**

assets

## RG&E

**12,143**

miles of electric distribution lines

**1,120**

miles of electric transmission lines

**9,694**

miles of natural gas distribution pipelines

**98**

miles of natural gas transmission pipelines

**1M**

population served

**154**

substations

**955**

employees

**396,285**

electric customers

**327,256**

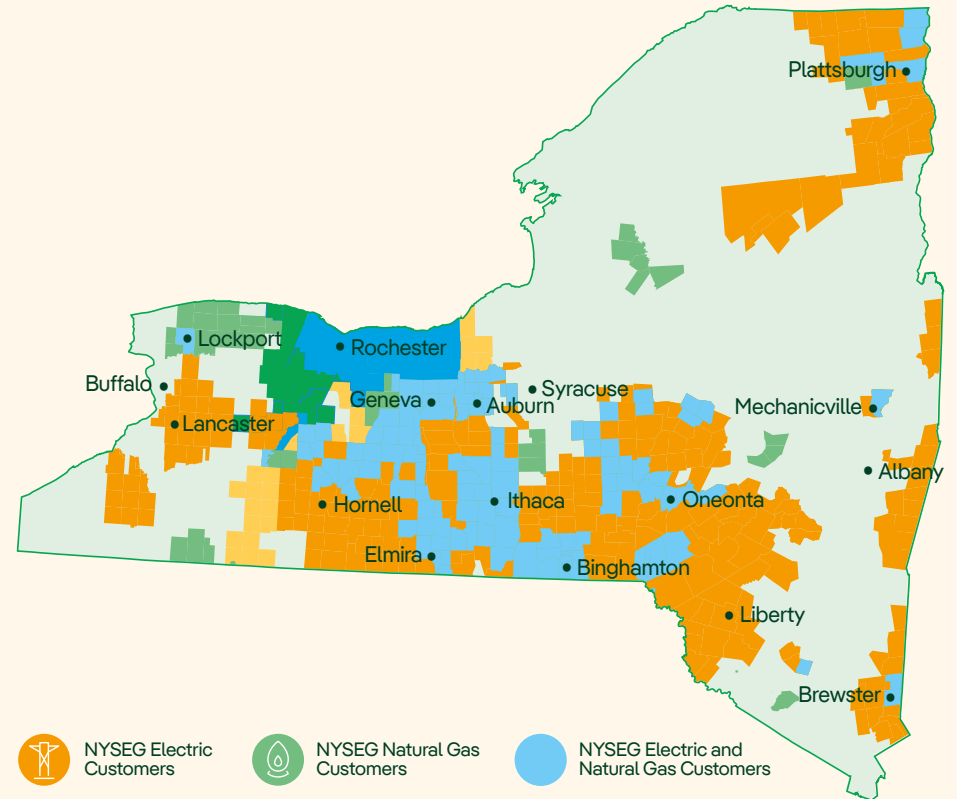
natural gas customers

**86**

communities, towns, cities and villages served across **9** counties

**\$6.2B**

assets





# 2025 Impact At A Glance - New York

**\$50M NYSEG**  
**\$33M RG&E**

investment in leak-prone natural gas pipeline replacement

**3,272,377**  
**MMBtu**

customer energy savings from efficiency programs



**46% NYSEG**  
**38% RG&E**

alternative fuel fleet vehicles

**2,007 NYSEG**  
**627 RG&E**

clean energy interconnections

**16,444**

Avangrid volunteer hours  
13,330 NYSEG • 2,607 RG&E

**\$886M**

Avangrid spend with NY-based suppliers  
\$458M NYSEG  
\$227M RG&E

**86%**

renewable electricity in Avangrid buildings



**87% NYSEG**  
**86% RG&E**

customer smart meters installed

**\$693M**

Avangrid taxes and fees paid  
\$421M NYSEG • \$267M RG&E



**84,398 NYSEG**  
**48,113 RG&E**

customers supported by low-income programs

**\$1.4M**

Avangrid community support  
\$525,316 RG&E  
\$358,848 NYSEG

**716**

EV charging points added

**7.8 MWh NYSEG**  
**12.1 MWh RG&E**

battery storage capacity

**\$49M NYSEG**  
**\$23M RG&E**

financial support to customers

**21,774**

Avangrid jobs supported





# Delivering Safe, Reliable and Affordable Energy

Our customers are our top priority, and in 2025 we continued focusing on **affordability, reliability** and **customer service**.

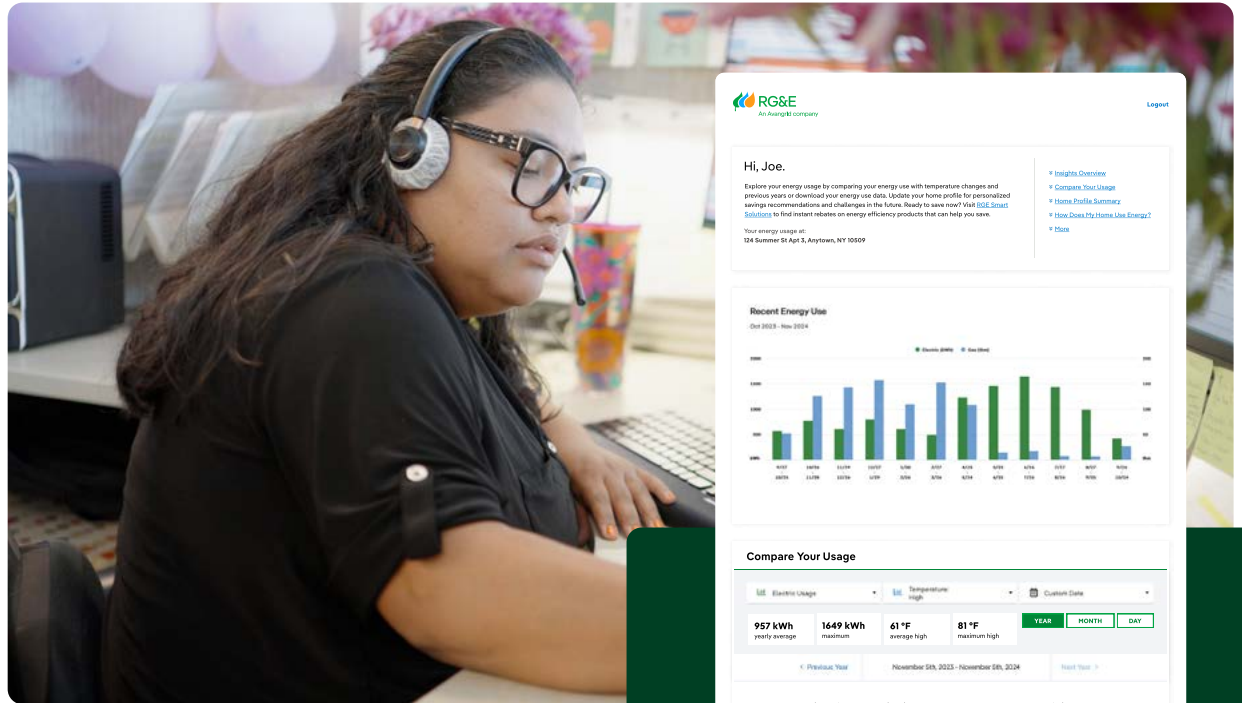
## Helping Customers Manage Costs

We provide our customers with tools that help them manage their energy usage and control costs, and we help eligible customers access financial support programs. In 2025, our efforts included:

**Making it easy for customers to get help:** We provide our customers with information about financial support programs by communicating with them through our digital app, website, email and in-person events. Information and enrollment instructions are also always available on our websites, under **“Help with Bill.”** The programs include:

- **The Home Energy Assistance Program**, which provides federal grant money to eligible customers to help pay heating costs and may also help with weatherization needs.
- **The Project SHARE Heating Fund**, which helps eligible customers, military personnel, and veterans with energy emergencies.
- **Energy Affordability Programs**, which provide a monthly bill credit to eligible low-income and moderate-income households.

**New alerts that notify customers of usage levels:** These new smart-meter-based alerts notify customers by text or email when their daily energy usage exceeds set thresholds, enabling customers to understand usage and manage costs.

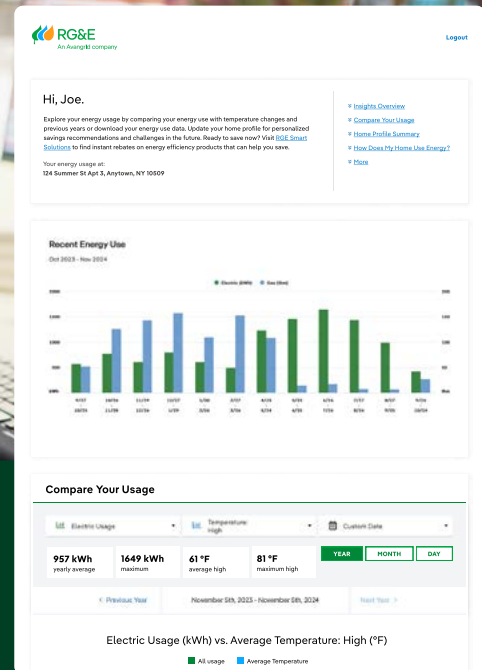


## Delivering Quality Customer Service

Our Customer Care Teams meet our customers wherever they are, providing individual solutions online, by phone and at in-person events. Customer service highlights in 2025 included:

**New ways to get power outage and restoration information:** We enhanced “Ava”, our AI-powered energy assistant, to provide customers with information about restoration times during power outages. We also initiated post-outage phone calls to those affected by a significant unplanned outage to provide more information about the cause of the outage.

**Offering regular in-person customer service options:** We continued our **Community Connection Open House** events where attendees can walk in and get individual support. From answering questions about our utility projects and smart meter installations, to showing customers how to use our online tools and enroll in programs, our teams were there to help.



**Interactive resources that explain each line item on bills:** Our **Bill Explainer** videos and sample bills help customers understand each line on their utility bill, including charges outside of our control, which account for about **60%** of an average bill. The resources are available on our websites under **“Understanding Your Bill.”**

**Energy Manager, a new tool to monitor energy usage:** In January, we launched **Energy Manager**, a free online tool that helps customers manage their energy usage. Energy Manager provides customers with real-time usage levels, comparisons with similar homes’ usage, and details about how usage is distributed across their devices and appliances.

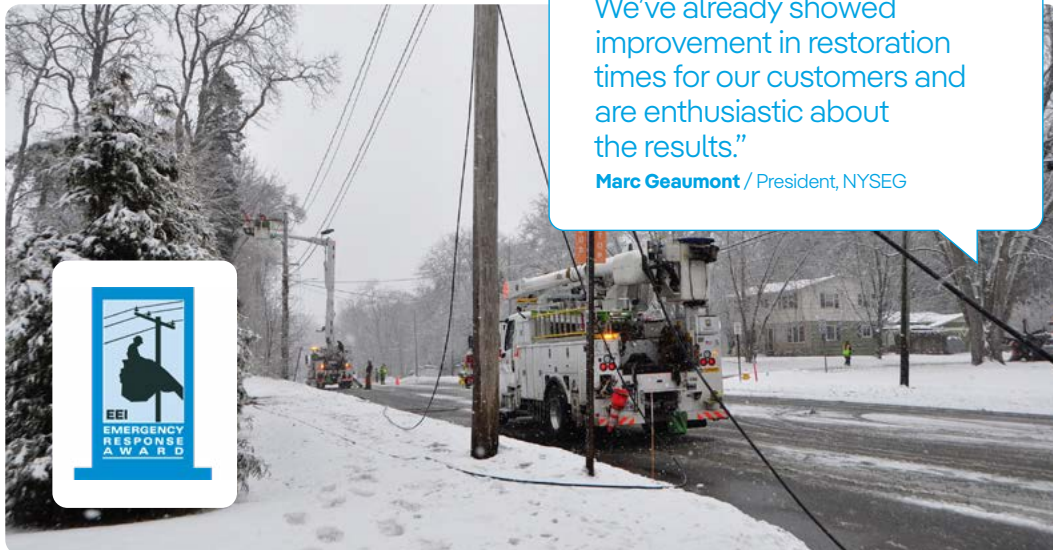


# Responding Quickly and Safely During Storm Events

As severe weather events become increasingly common, so does the potential for power outages. Emergency response is one of the most important ways we support our customers and communities. Examples from 2025 included:

**Swiftly restoring service after the October storm:** After forecasts underestimated a large storm that hit our service areas, we safely restored service to over 113,000 affected customers.

**Emergency Response Awards:** We received multiple **Emergency Response Awards** in 2025 from the Edison Electric Institute – NYSEG for its response to Tropical Storm Debby, and NYSEG and RG&E both for outstanding assistance following Hurricane Helene.



“We’re implementing a new approach to storm preparation at NYSEG and RG&E, enhancing our Energy Event Index forecasting and our pre-staging efforts for crews across our service areas, and utilizing more flexibility with our gas field resources to help in response. We’ve already showed improvement in restoration times for our customers and are enthusiastic about the results.”

**Marc Geaumont** / President, NYSEG

## 2025 Customer Support

	NYSEG	RG&E
Customer satisfaction score	85.6%	84.1%
Financial support to customers	\$49M	\$23M
Customers enrolled in usage alerts	71%	
Customers participating in energy efficiency programs	1,787,726	664,081
Energy efficiency community outreach events	296	
Low-income customers participating in energy efficiency programs	274,939	165,034
Estimated customer savings from energy efficiency programs	\$41M	\$10M
Customers supported by low-income programs	84,398	48,113
Customer smart meters installed	87%	86%





# Making Critical Upgrades to Systems and Infrastructure

Our customers rely on infrastructure and power systems that require regular upgrades and modernization. Our key 2025 investments in this area included:

**Replacing decades-old utility poles:** NYSEG and RG&E inspected more than **250,000** utility poles across our service areas in 2025 and **prioritized replacing over 17,000** poles, some of which were more than 40 years old. The work is part of a five-year inspection cycle of more than a million poles across New York.

**Investing in the safety and resilience of aging substation equipment:** In March, NYSEG completed the installation of an additional transformer at the **Wood Street Substation in Brewster** – part of over \$7 billion in investments planned through 2030. This upgrade will strengthen the grid for 35,000 customers across Dutchess, Putnam and Westchester counties.

**Reducing outage risks from downed trees and limbs:** Trees are the leading cause of outages – accounting for nearly 50% of power interruptions. In 2025, we continued our six-year, \$90 million dollar program to identify and mitigate “danger trees” near more than 62,000 miles of utility lines. Our vegetation management teams collaborate with property owners to address danger trees before storms occur, and we respect the environment by carrying out all work in accordance with environmental standards from the American National Standards Institute and Tree Care Industry Association.

**Meeting emergency power needs with mobile substations and rapid poles:** Mobile substations and rapid poles can provide safe, reliable power during an outage while we repair permanent substations or utility poles. We commissioned two new mobile substations in 2025, bringing the total fleet to 24 mobile substations across NYSEG and RG&E. We also acquired and are piloting two rapid poles, which take only 20 minutes to set up and are used when a permanent wooden pole is damaged, such as from a car crash.

**Leveraging technology:** From combating security threats to streamlining outage response, smart technology supports a more effective response to incidents and gives customers more insight and control. We’re accelerating the deployment of key technology, including:

- **Smart meters.** In addition to improving access and outage response, smart meters provide customers with hourly usage information.
- **Smart grid devices.** Smart devices provide our **Energy Control Center** with real-time readings so staff can quickly identify areas in need of repair. The technology allows us to reroute electricity remotely, often limiting the duration of an outage to minutes rather than hours.
- **Grid mapping with AI.** We continued to survey over 45,000 miles of our overhead lines, using drone imagery to capture and update records. This imagery is the basis of an AI-powered model that assesses equipment health, enabling us to prioritize repairs.

“Safety and reliability are paramount to the future of our grid, and the actions taken by NYSEG help us accomplish this goal.”

**Matt Slater** / New York Assemblyman



“We’re using more steel poles, fiberglass cross arms and tree wire as we replace aging infrastructure across our service territory. We are already seeing improvements in resiliency as a result. Moving toward more ruggedized materials and equipment will have a big impact for our customers in terms of safety and reliability in the years ahead.”

**Al Langland** / President, RG&E





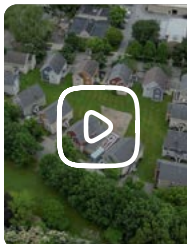
We are committed to our public service obligation to provide natural gas, which is an integral part of our energy system as the need for energy grows. In 2025, investments in our natural gas system included:

**Upgrading gate stations:** RG&E's Mendon Gate Station supports the reliable and safe delivery of natural gas to 150,000 customers, and in December, we completed a \$17.2 million dollar upgrade to remove and replace aging pipelines and equipment.

“We appreciate RG&E’s continued commitment to maintaining safe, modern systems that support our community.”

John Moffitt / Town of Mendon Supervisor

**Leveraging natural gas infrastructure and worker expertise for new technologies:** In Ithaca, NYSEG has proposed an innovative utility thermal energy network (UTEN) project to deliver clean heating and cooling to our customers using the natural temperature of the Earth. The proposed project is in a state-designated Disadvantaged Community. So far, over 35 buildings across the proposed project area are planning to participate in the project if it receives regulatory approval, including residences owned by nonprofit Ithaca Neighborhood Housing Services.



Watch an overview of how the proposed UTEN project would drive efficiency, affordability and sustainability!



### 2025 Reliability, Resiliency and Capacity Upgrades

	NYSEG	RG&E
Utility poles replaced	14,370	2,854
Miles of tree wire installed	23	2
Smart grid devices installed	290	49
Miles of leak-prone natural gas main replaced	28	23
Investment in leak-prone natural gas pipeline replacement	\$50M	\$33M



# Contributing to Economic Growth, Workforce Development and Healthy Communities

We are proud to contribute to the economic growth of our communities, including supporting those in need, helping small businesses create big impacts, and developing and growing our workforce.

## Growing Local Businesses

In 2025, we continued to contribute to the economic growth of New York in various ways, including:

**Supporting American manufacturing:** NYSEG's parent company, Avangrid, recently announced the purchase of five power transformers manufactured in Missouri by American manufacturer **WEG Transformers USA**. The five transformers will be utilized by NYSEG and sister company CMP.



“Avangrid is a long-term customer for WEG and we really appreciate the confidence that Avangrid has in WEG to provide transformers for their infrastructure projects.”

Phillip James / VP, WEG Transformers USA

**Rochester Supplier Forum:** In October, we brought together local Rochester-area suppliers and Avangrid teams across our New York operations for a dynamic exchange of ideas. The **Rochester Supplier Forum** included discussions on local economic growth and community impact and exemplified our commitment to economic inclusion and strong community partnerships.



“Manufacturing Accelerator Program projects have generated more than \$380 million in economic impact and supported over 1,900 manufacturing jobs. Our region is stronger because of it.”

Carol Miller / Executive Director, Alliance for Manufacturing and Technology



**The New York Manufacturing Accelerator Program:** We continued our investment in **New York's Manufacturing Accelerator Program**, where since 2023, we've contributed more than \$4.3 million to area businesses to support more than 9,000 jobs across our service areas.



## Developing Future Energy Leaders

Throughout 2025, we created meaningful opportunities for a broad spectrum of current and future members of our workforce, including:



**NYSEG's Lineworker Training Program:** In partnership with **SUNY Broome Community College** and the **International Brotherhood of Electrical Workers (IBEW) Local 10**, this program helps prepare SUNY Broome students for skilled, in-demand positions as electrical lineworkers. The program combines classroom instruction with practical, hands-on training, ensuring that participants gain theoretical and real-world experience, along with mentoring and future internship opportunities with NYSEG.



**Advancing opportunities for people with disabilities in New York:** In June, RG&E relaunched its partnership with **The Arc of Monroe**, a nonprofit that provides employment and guided support to people with intellectual and developmental disabilities. Participants work at RG&E's Scottsville Road facility five days a week, sorting utility pole materials for recycling and gaining valuable employment and experience.



## 2025 Economic and Community Impact in New York

	NYSEG	RG&E
Spend with NY-based suppliers	\$458M	\$227M
Spend with NY-based equal opportunity suppliers	\$45M	\$12M
Taxes and fees paid	\$421M	\$267M
Jobs supported	21,774	
Nonprofits supported	66	75
Community support	\$358,848	\$525,316
Hours of volunteering	13,330	2,607

## Engaging Our Communities

We engaged with and supported our communities throughout 2025. Our activities included:

**Addressing food insecurity:** To help families struggling to put food on the table, our employees collected more than 5,000 food items to donate to local food pantries, including the **Father Tracy Advocacy Center** in Rochester. Employees also volunteered in the community through the company's **Energized for Good** program, generating over \$6,500 in donations to help Rochester-area residents. The total Avangrid-wide food drive across Connecticut, New York, Maine and Oregon saw more than 10,000 food items donated to 20 food pantries in November.

**Hands-on training resources for local firefighters:** In June, NYSEG worked with the **Columbia County Fire Department** to create a more realistic training environment at the department's training yard.

"NYSEG has greatly enhanced the training provided at our emergency services training facility in Ghent, New York. By having a realistic street scape, including overhead power infrastructure, we can simulate real-life conditions."

**George Keeler** / Columbia City County Fire Coordinator




# Advancing Conservation and Responsible Resource Management

The well-being of our communities and the operations of our business are both tied to the health of our shared natural resources. In 2025, our work protecting these vital resources included:

**Integrating renewable natural gas into the distribution system:** In New York, NYSEG partners with facilities to integrate renewable natural gas into the gas distribution system. In 2025, we added two new providers, bringing our total to seven facilities. These facilities turn natural agricultural or food waste materials into renewable natural gas, reducing emissions and using products that might otherwise go to waste.

**Identifying and replacing sections of aging natural gas pipeline:** Responsible replacement of leak-prone natural gas pipeline not only helps make our system safer, it also helps mitigate the release of stray or fugitive methane emissions.

In Olean, we piloted “cross-compression” during the pipeline decommissioning – a process that can reduce emissions when we replace or remove pipeline from service. In 2025, our cross-compression pilot prevented over 56,000 scf of methane from release and saved the equivalent of 32 metric tons of CO<sub>2</sub> – equal to nearly 80,000 miles not driven annually or 42 acres of forest grown.



Watch News Channel 34's coverage of students at Binghamton's Chenango Valley Schools building osprey nesting platforms for NYSEG!

**Protecting wildlife and reducing power outages:** We invested over \$13.8 million in 2025 to install animal guards, which prevent wildlife from contacting energized electrical equipment. We also continued **protecting our infrastructure from outages and local osprey from harm** by installing safe nesting platforms atop our electric utility poles, where osprey like to nest.



**Achieving certification from the Pollinator Partnership:** We were certified as **Pollinator Stewards** in 2025 by the Pollinator Partnership, the largest nonprofit dedicated to pollinator health in the U.S. The conservation practices we implemented supported the monarch butterfly across a combined 9,413 acres.

**Recycling natural gas pipeline:** In New York, we use a process called “soaking” to prepare decommissioned natural gas main pipes for safe recycling or reuse rather than sending them to a landfill. In 2025, NYSEG and RG&E recycled **over 100 tons of natural gas main**, and less than two tons of non-hazardous material was disposed of as part of the process. We also recycle material from scrap electrical equipment for scrap – in 2025, almost **1,500 tons of metal and oil were recycled**.



**Partnering with the goats of Kaizen Ridge Farm:** RG&E works with **Kaizen Ridge Farm** to graze rescue goats under transmission lines – an innovative way to manage vegetation and replace the use of gas-powered machines. Overgrown trees and brush contribute to power outages, and using goats is a cost-effective and low-impact approach to help ensure our customers receive safe, reliable service.

## 2025 Environment and Energy Impact in New York

	NYSEG	RG&E
Animal guards installed	18,000+	
Osprey nesting platforms placed	12	
Customer energy savings from efficiency programs	2,327,525 MMBtu	944,852 MMBtu
Alternative fuel fleet vehicles	46%	38%
Renewable electricity in Avangrid buildings	86%	
Clean energy interconnections	2,007	627
Battery storage capacity	19.9 MWh	
EV charging points	386	330
Investment in leak-prone natural gas pipeline replacement	\$50M	\$33M



# Definitions

**Battery Storage Capacity:** At United Illuminating, data is reported on a mid-year cycle, so the United Illuminating figures included in the total are partial-year indicators rather than a full-year total.

**Charitable Giving:** Combined total of contributions by the applicable Avangrid company and the Avangrid Foundation that have benefited nonprofits or had a charitable cause. Charitable giving is shareholder-funded.

**Clean Energy Interconnections:** Total number and installed capacity of clean generation interconnected to distribution within the networks business (often referred to as distributed energy resources or “DER”). Includes wind, solar, hydro and storage projects under 10 MW in ME, 5 MW in NY, and 2 MW in CT. Excludes Avangrid Power business assets.

**Community Support:** Combined total of charitable giving and certain local economic development support, such as Chamber of Commerce and local business coalition engagement, sponsorships, and similar, by the applicable Avangrid company and the Avangrid Foundation.

**Energy Efficiency Programs Participation:** Count of customers who participate in at least one energy efficiency program, incentive or offering. Customers participating in multiple programs may be counted multiple times, depending on alignment with applicable state or regulatory reporting methodology.

**Energy Efficiency Savings:** In cases where electricity and natural gas are combined into totals, MWh is converted to MMBtu for comparability. Calculation of the equivalent annual household energy use is based on the most recently available household total site consumption according to the Energy Information Administration’s RECS Dashboard.

**Energy Efficiency Savings (USD):** Estimated savings based on conservative application of lowest annual supply rates to total MWh’s saved by NYSEG and RG&E electric and gas commercial and residential customers.

**Financial Support to Customers:** Dollar value spent on low-income programs. Includes state and company specific programs at each networks operating company. Excludes Home Energy Assistance Program spend due to HEAP being federally funded and available for customers to apply to any eligible utility bill. Also excludes payment plan arrangements.

**Jobs Supported:** Estimate including direct, indirect and induced impacts of Avangrid’s operations on U.S. employment. Based on Bureau of Labor Statistics data and job factor computations applied to the total number of Avangrid employees based in the applicable state. Avangrid Power operates nationwide so their figure includes all U.S. states.

**Nonprofits Supported:** Total 501(c)(3) nonprofits that received community support.

**Taxes and Fees:** Combined total of taxes and any applicable regulatory assessment fees, broken out by the applicable Avangrid company in the applicable state as noted on each Impact graphic. Avangrid Power operates nationwide, so their figure includes all U.S. states.



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