



FOR IMMEDIATE RELEASE

RG&E REMINDS CUSTOMERS THAT NEW YORK HEAP ENROLLMENT HAS BEGUN

The Home Energy Assistance Program (HEAP) can help eligible New Yorkers heat and cool their homes

ROCHESTER, NY — November 10, 2022 — With colder weather approaching, [Rochester Gas & Electric \(RG&E\)](#) is reminding customers that enrollment for New York’s Home Energy Assistance Program (HEAP) has begun as of November 1, 2022.

“With energy costs on the rise, we encourage our customers to look into all assistance programs available to them and to apply before the winter heating season really gets going,” said Terri VanBrooker, vice president of Customer Service for RG&E. “HEAP funds are available on a rolling basis, so there is a sense of urgency for eligible customers to enroll as soon as possible.”

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. RG&E does not own generation but procures 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.

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 has begun as of November 1, 2022.

HEAP assists low-income people in paying for 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 six, age 60 or older, or is permanently disabled.

In addition to regular HEAP, the application window for 2022-2023 Emergency HEAP is scheduled to open January 3, 2023. If you are eligible, the Emergency HEAP Benefit can help you heat your home if you are in a heat or heat related emergency.s

Emergency HEAP benefits and eligibility are based on income, available resources, and the type of emergency

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

RG&E is a subsidiary of AVANGRID, Inc.

#

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 \$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.



Media Contacts:

- **Julio Saenz**
julio.saenz@avangrid.com
585.629.7895

