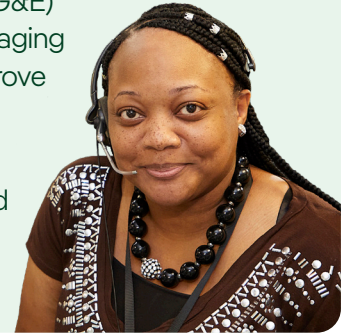


In June 2023, New York State Electric & Gas (NYSEG) and Rochester Gas and Electric (RG&E) filed a joint proposal with the New York State Public Service Commission to upgrade our aging infrastructure, meet the State's clean energy goals, and invest in smart technology to improve reliability and service. The joint proposal reflects a settlement agreement among several stakeholders that have participated in rate case negotiations.

While the filing comes after years of minimal rate increases, RG&E and NYSEG continued to make extensive investments in the grid to provide customers with reliable electric and gas service.



What does this mean for customers?

Reliable Energy NY proposes a rate structure that will add approximately \$10 to the average electric or gas residential customer's monthly bill. Even with these increases, NYSEG and RG&E will continue to have among the lowest electric and gas rates in New York.

How will these investments benefit customers?

- **Infrastructure Investments** – Improved reliability and resiliency
- **Customer Assistance** – Bill assistance for fixed and/or low-income customers
- **Resilience & Smart Technology** – Automating our grid means we can respond to outages faster and make contacts with customers easier
- **Energy Efficiency** – Supporting the transition to clean energy

Infrastructure Investments for Reliability

- Upgrades to aging, critical infrastructure – outages due to age of infrastructure affected 600K customers in 2022 alone.
 - Accelerated replacement of more than 45,000 new, stronger poles
 - Currently one in 10 needs replacing due to age
 - Tree wire that can withstand more intense and frequent storms
 - Substation upgrades to limit the impacts of increased flooding

- Tree trimming on a regular cycle
 - \$66 million NYSEG/\$11 million RG&E to trim more regularly and address danger trees outside rights-of-way, such as ash trees.
 - 51% of all outages are caused by trees in NYSEG territory; 20% in RG&E territory.

Customer Assistance

- \$27 million at NYSEG and \$23 million at RG&E for bill assistance programs for fixed and/or low-income customers.
- Expansion of protections for customers during extreme temperature periods.

Resilience & Smart Tech

- \$34 million in grid automation to reduce outage impacts remotely
- When outages do occur, they will be identified faster, which helps us quickly identify restoration work.

Clean Energy

- The grid in New York wasn't built with renewable resources in mind, but we're investing in our grid to enable us to connect more renewables, like wind and solar, more effectively, efficiently, and safely.
- Creating opportunities for third parties to innovate with us to provide more resilient and reliable service via battery storage.
- \$247 million in energy efficiency and heat pump programs to directly help customers.

Our top priority is to provide safe, reliable service to our customers. We will accomplish that through these vital investments to our grid and our systems, so we can always be at their service.