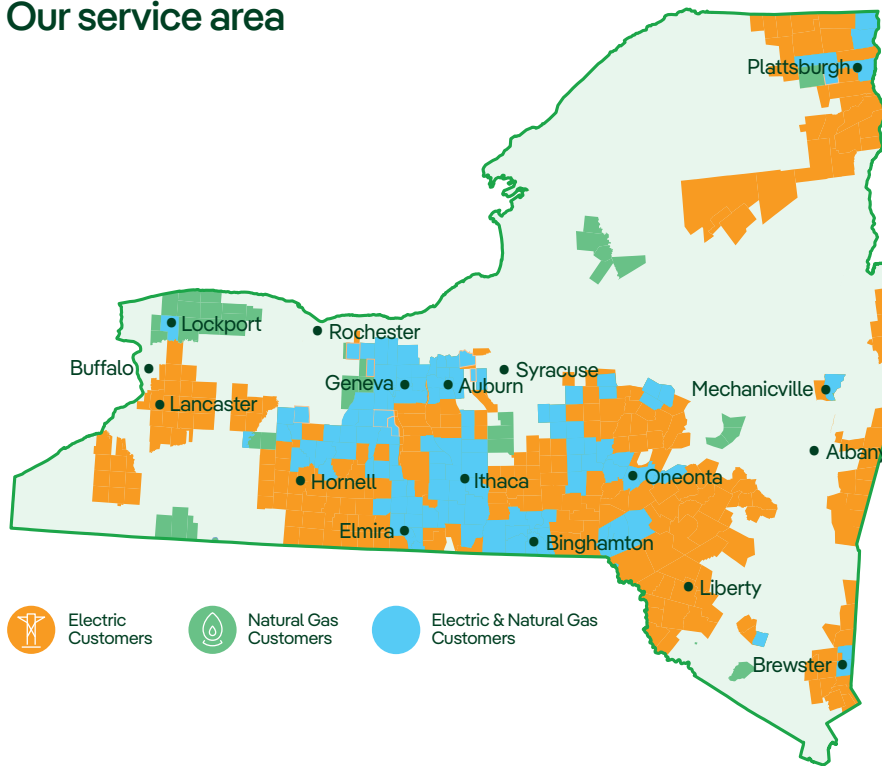


New York State Electric & Gas Corporation (NYSEG), an Avangrid company, serves more than 1.1 million customers across upstate New York. We are committed to the well-being of our communities and to delivering innovative energy solutions and safe, reliable and affordable power to meet our customers' needs.



## Our service area



## 2024 operational and financial data



**44,407 miles** of electric distribution lines

**4,549 miles** of electric transmission lines

**8,556 miles** of natural gas distribution pipelines

**20 miles** of gas transmission pipelines

**2.7 million** population served

**430** substations

**2,312** employees

**921,402** electric customers

**271,926** natural gas customers

**42** counties, **143** cities and villages, **372** towns served

**\$9.9 billion** in assets

## 2024 community and economic impact

**\$460,022**  
in community support

**\$349M**  
paid in New York state and local taxes

**\$515M**  
spent with New York-based suppliers

**11,806**  
hours volunteered by employees

**22,293**  
jobs supported across Avangrid's New York operations

## Meet the CEO



**Patricia H. Nilsen**  
President and CEO – NYSEG and RG&E

Patricia H. Nilsen is President and CEO of Avangrid Networks' two New York utility operating companies – NYSEG and RG&E. Nilsen joined NYSEG in 1992 in Human Resources before moving to Corporate Communications and Customer Service, and

has served in a number of high-profile leadership roles throughout her tenure.

Most recently, Nilsen was Vice President of Reliability Assistance and Emergency Preparedness for Avangrid. She previously served as Director of Emergency Preparedness, where she led crisis response to system emergencies across all eight of Avangrid's electric and natural gas companies.

Nilsen holds a master's degree in English from Syracuse University, a master's degree in adult education from Elmira College and a bachelor's degree in English and Fine Arts from Alfred University.

## Working together to deliver the power America needs



### Reliability

Investing in the safety, security and resiliency of our service to meet the needs of our customers.



### Innovation

Leveraging the power of technology to transform the energy system for the future.



### 1852

Ithaca Gas Light Company formed (NYSEG traces its roots to this company)

### 1929

New York State Electric & Gas name adopted

### 1998

Energy East formed

### 2008

Iberdrola, S.A. acquires Energy East

### 2009

Energy East name changes to Iberdrola USA

### 2015

Iberdrola USA and UIL Holdings merge to form Avangrid

