



## **We're making changes to benefit you!**

Dear Customer:

Recently, a review was done to determine the level of savings achieved for Energy Assistance Program (EAP) Participants who receive their electric and/or natural gas supply from an Energy Services Company (ESCO).

The New York State Public Service Commission (PSC) ordered that "additional restructuring is necessary to further protect consumers, particularly those enrolled in utility low-income programs". The PSC determined EAP participants may not have benefitted from taking supply service from an ESCO and may be paying more for electricity and/or natural gas.

### **We will automatically enroll you in a new option for supply**

As a result, you will be returned to [NYSEG or RG&E] for your energy supply at the expiration of your existing contract. If you are currently in a month-to-month variable rate contract with your ESCO, the expiration of the contract is at the end of the current billing period and you will be returned to us at that time with no interruption of service.

In addition, ESCOs can no longer enroll customers that participate in our Energy Assistance Program. This change will ensure that you are not paying any more than necessary for electricity and natural gas and will assist in keeping your energy costs affordable.

### **We will take care of the change – there is no need to call**

We will automatically make this change in supply for you. Nothing else about your account will change. You will continue to receive your benefits as part of the Energy Assistance Program and any payment agreements you have with us will continue. For more information on this change, please visit us at [NYSEG or RGE].com.

Sincerely,

[NYSEG or RG&E]

Consider signing up for some of our payment options to help keep your bill on track. There are many helpful features and all options are free to you. Visit us at [NYSEG or RGE].com to learn more.