



**New York State Electric & Gas Corporation
and
Rochester Gas and Electric Corporation**

**Electric and Gas Bill Relief Program Phase 2
Outreach & Education Plan
2023**

Background:

Upon the New York State Public Service Commission's issuance of an order approving the Proposal by New York State Electric & Gas (NYSEG) and Rochester Gas and Electric (RG&E) on January 19, 2023, the companies agreed to file an Outreach and Education plan highlighting one-time bill credits and available assistance including payment plans within 30 days of the order, or by February 17, 2023.

NYSEG and RG&E's Electric and Gas Bill Relief Program offers automatic one-time bill credits in response to the COVID-19 pandemic and related financial hardship for residents and businesses. In June 2022, the program provided credits to customers enrolled in our Energy Assistance Program (EAP) by December 31, 2022. Customers that received benefits under New York State's Emergency Rental Assistance Program (ERAP) or the Home Energy Assistance Program – Regular Arrears Supplement (RAS) in the prior heating season were also eligible for a one-time bill credit to help reduce past-due balances from bills for service through May 1, 2022. In January 2023, this program was extended to include qualifying residential and small business customers that did not receive the credit in 2022. As part of the program extension, qualifying customers in 2023 must have past-due energy charges billed prior to May 1, 2022, and:

1. Be a residential customer who did not receive a bill relief credit previously
or
2. Be a small business customer who did not exceed a combined average monthly billed demand of 20 kW during the previous 12 months, or who did not register any single demand in excess of 40 kW and used less than or equal to 7,500 therms per year of natural gas.

Credits will be applied automatically, and recipients will be notified with a bill message when the one-time bill credit is applied to their account. This bill relief also provides an opportunity for customers struggling with monthly energy bills to take advantage of assistance programs and payment plans that can help. In addition, the companies have suspended new late payment charges through April 15, 2023, to further assist customers that may be behind.

NYSEG and RG&E Implementation Plan:

NYSEG and RG&E will suspend all residential collections while one-time bill credits are applied to qualifying accounts through March 1, 2023, or 30 days after credits are applied, whichever is later. To ensure qualifying customers understand this relief program, as well as additional assistance and resources available to understand and manage their monthly bills, the following communications and outreach have been developed.

Communications, Outreach and Education Plan:

Channel	Target Audience	Date	Message
Talking Points (internal only)	Contact Center	1/19/23 (ongoing)	<ul style="list-style-type: none"> -Expanded relief available to qualifying customers that did not receive 2022 bill relief benefit -Who qualifies for a credit and how much will they receive -Credits will be automatically applied, no action needed by customer, and notified with bill message -Additional resources, programs and assistance available including payment plans, efficiency programs, economic relief
Websites – Help with Bill webpages	All website visitors	1/19/23 (ongoing)	<ul style="list-style-type: none"> -Additional relief available to qualifying customers in 2023 -No action needed by qualifying customers, credits will be applied automatically -Notified of credit with bill message
Press Release	Media, local news	1/19/23 (completed)	<ul style="list-style-type: none"> -Relief available for qualifying residential and small business customers on past-due bills -No action needed by qualifying customers -Visit [nyseg/rge].com/HelpWithBill for more information on assistance and other available resources
Social Media – Facebook and Twitter	All social media visitors	1/20/23 (completed)	<ul style="list-style-type: none"> -Relief available for qualifying residential and small business customers on past-due bills
Bill Message	All credit recipients	Included with credit – February/March bills (planned)	<ul style="list-style-type: none"> -You've qualified for a one-time bill credit - We've applied the credit to your account to reduce your past-due energy charges, including payment plans if you have one, billed prior to May 1, 2022. -You can view your current balance by visiting [nyseg/rge].com/MyAccount. Thank you.
Email – Residential	Residential credit recipients with email address	February - March(planned)	<ul style="list-style-type: none"> -You've qualified for a one-time bill credit - Credit to reduce your past-due energy charges, including payment plans if you have one, billed prior to May 1, 2022. -We've taken several additional steps including suspending new

			<p>late payment charges through 4/15 and pausing residential disconnects for non-payment until 30 days after credits are applied.</p> <p>-We offer online payment plans or call us so we can find a solution together</p> <p>-HEAP and EAP may be able to help</p> <p>-Resources and tools to help you manage increasing market energy costs</p> <p>-Efficiency tips, programs and rebates available</p> <p>-Receive a bill based on actual use each month with our Meter Reading Reminder program</p>
Email – Small Business	Small Business credit recipients with email address	February - March(planned)	<p>-You've qualified for a one-time bill credit</p> <p>- Credit to reduce your past-due energy charges, including payment plans if you have one, billed prior to May 1, 2022</p> <p>-New late payment charges suspended through 4/15</p> <p>-May have payment plans options available to you</p> <p>-Resources and tools to help you manage increasing market energy costs</p> <p>-Efficiency tips, programs and rebates available</p> <p>-Small Business COVID-19 Economic Relief Program available</p>
Outbound Call – Residential	Residential credit recipients without email address	February - March(planned)	<p>-You've qualified for a one-time bill credit</p> <p>- Credit to reduce your past-due energy charges, including payment plans if you have one, billed prior to May 1, 2022.</p> <p>-We've taken several additional steps including suspending new late payment charges through 4/15 and pausing residential disconnects for non-payment until 30 days after credits are applied.</p> <p>-We offer online payment plans, assistance programs, resources to help you understand and manage monthly bills, efficiency tips and programs to reduce energy use and control costs, and much more.</p> <p>-Visit us online or call</p>

Outbound Call – Small Business	Small Business credit recipients without email address	February - March(planned)	<p>You've qualified for a one-time bill credit</p> <ul style="list-style-type: none"> - Credit to reduce your past-due energy charges, including payment plans if you have one, billed prior to May 1, 2022. -We've taken several additional steps including suspending new late payment charges through 4/15 -We offer payment plans, resources to help you understand and manage monthly bills, efficiency tips and programs to reduce energy use and control costs, and much more. -Visit us online or call
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Additional Outreach:

NYSEG and RG&E frequently highlight assistance, resources, and programs to help our customers understand and manage monthly bills through channels including our monthly newsletter EnergyLines, on hold messages, outbound calling campaigns and our websites. While no action is needed to apply for an Electric and Gas Bill Relief credit, these resources continue to be important to help customers with monthly bills.


NYSEG and RG&E also utilize our Customer Advocate Team to support outreach and education. This team regularly engages with vulnerable populations, human service and community agencies and is in a unique position to build targeted awareness of assistance available. To support outreach on available programs and assistance that can help, our Customer Advocate Team develops presentations and has readily available fact sheets, brochures and other materials that can help customers learn about assistance to manage monthly bills.

Appendix

Websites:

nyseg.com/HelpWithBill

Pay Online | Emergency | Contact Us



AccountSmart EnergyOutagesSafetyOur Community

Sign in / Register

Account / Payment and Billing Options / Help With Bill

Help With Your Bill

We strive to provide you with reliable and essential energy delivery

Our work doesn't stop there. We also have many services designed to meet the variety of needs for you and your family.

We're here to help

Understanding your energy use can help put you in control of your monthly bills. You can [use these tips](#) to reduce your energy use while maintaining your comfort. [Budget Billing](#) can also help balance seasonal energy costs over the year.

Emergency Rental Assistance Program - New York has \$2.7 billion in rent relief funds from the federal Emergency Rental Assistance Program (ERAP). This program provides rental and utility relief payments to help eligible renters maintain housing stability. ERAP applications will no longer be accepted by the Office of Temporary and Disability Assistance after January 20, 2023. Visit otda.ny.gov/programs/Emergency-Rental-Assistance/ to learn more. If you have been approved for a benefit and have questions on the benefit amount applied to your account, please call **844-NY1RENT (844-691-7368)**.

Electric and Gas Bill Relief Program - Recognizing that the COVID-19 pandemic has caused financial hardship for residents and businesses, we implemented an Electric and Gas Bill Relief Program in 2022, approved by the New York State Public Service Commission for eligible New Yorkers, which reduced balances for past-due bills for customers through a one-time bill credit.

In January 2023, additional relief for customers who did not previously receive a bill relief credit was approved. Qualifying residential and small business customers are eligible to have any past-due balance from bills for service through May 1, 2022, reduced through a one-time bill credit up to \$1,000 for residential customers and up to \$1,250 for small businesses.

To qualify for a one-time bill credit in 2023, you must have a past due balance from bills for service through May 1, 2022, and:

- 1) Be a residential customer who did not previously receive a bill relief credit.

or

- 2) Be a small business customer who did not exceed a combined average monthly billed demand of 20 kW during the previous 12 months, or who did not register any single demand in excess of 40 kW and used less than or equal to 7,500 therms per year of natural gas.

If you qualify, your bill credit will be processed automatically, and you do not need to take any action. You will be notified with a bill message when the one-time credit is applied to your bill. In addition, residential customers will not have their service suspended for non-payment through March 1, 2023, or 30 days after credits are applied, whichever is later.

Qualifying customers can expect to see one-time bill credits over the coming weeks. If you were enrolled in our Energy Assistance Program (EAP) by December 31, 2022 or have received benefits under New York State's Emergency Rental Assistance Program (ERAP) or the Home Energy Assistance Program - Regular Arrears Supplement (RAS) in the prior heating season and previously received a bill relief credit, you will not receive an additional credit in 2023. If you're having trouble managing your bills, we can help. We offer payment plans and can connect you with other assistance that can help. [View](#) your available payment plans, review additional assistance available below or contact us if you need assistance learning about your options.



Help With Your Bill

We strive to provide you with reliable and essential energy delivery

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or

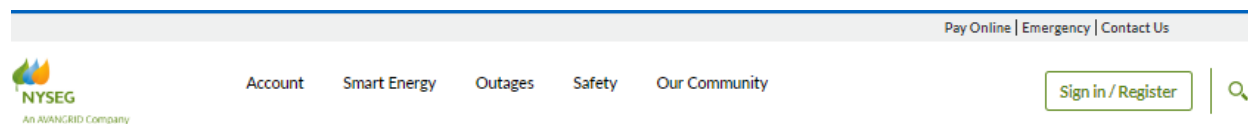
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Press Releases:

nyseg.com/w/nyseg-and-rg-e-launch-electric-and-gas-bill-relief-for-residential-and-business-customers



NYSEG and RG&E Launch Electric and Gas Bill Relief for Residential and Business Customers

No action needed by customers with past due bills; NYSEG and RG&E will automatically credit accounts as part of the extended program.

Binghamton, New York — January 19, 2023 — Recognizing that the COVID-19 pandemic has caused continued financial hardship for residents and businesses, New York State Electric & Gas (NYSEG) and Rochester Gas & Electric (RG&E) today launched the next phase of the statewide program which provides additional relief to residential and small business customers.

"Based on current market prices, the average residential customer is expected to see a 20 percent increase in electricity supply price from December through March over last year, and about 40 percent more for the gas supply price," said Patricia Nilsen, president and CEO of NYSEG and RG&E. "We recognize that it has been a difficult winter season for many of our customers and will continue working to make sure customers are getting any available assistance they need to heat their homes."

The New York State Public Service Commission (NYPSC) has approved an additional \$672 million for a second round of financial help for customers who did not receive a bill relief credit in the first phase of the program. Qualifying residential and small business customers are eligible if they have any past-due balance from bills for service through May 1, 2022, reduced through a one-time bill credit, up to a maximum below:

Company	Residential	Small Business
NYSEG	Up to \$1,000	Up to \$1,250
RG&E	Up to \$1,500	Up to \$1,500

To qualify for a bill credit in 2023, an individual must have a past due balance for service billed through May 1, 2022 and be a residential customer who did not previously receive an electric or gas bill credit. Small business customers with usage below a certain point for electricity and gas in the past 12 months who have a past due balance for service billed through May 1, 2022 are also eligible.

Residential and small business customers who meet the criteria will have their bill credits processed automatically, and do not need to take any action. They will be notified by a bill message once the credit is applied. In addition, residential customers will not have their service suspended for non-payment until after March 1, 2023, or 30 days after credits are applied, whichever is later. Customers enrolled in a NYSEG or RG&E's bill discount program or Energy Assistance Program by December 31, 2022 or have received benefits under New York State's Emergency Rental Assistance Program (ERAP) or the Home Energy Assistance Program Regular Arrears Supplement (RAS) last heating season and previously received a bill relief credit, will not receive an additional credit in 2023.

For more information on bill assistance or other available resources, visit nyseg.com/HelpWithBill


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585.953.3159

rge.com/w/nyseg-and-rg-e-launch-electric-and-gas-bill-relief-for-residential-and-business-customers

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AccountSmart EnergyOutagesSafetyOur Community

Sign in / Register

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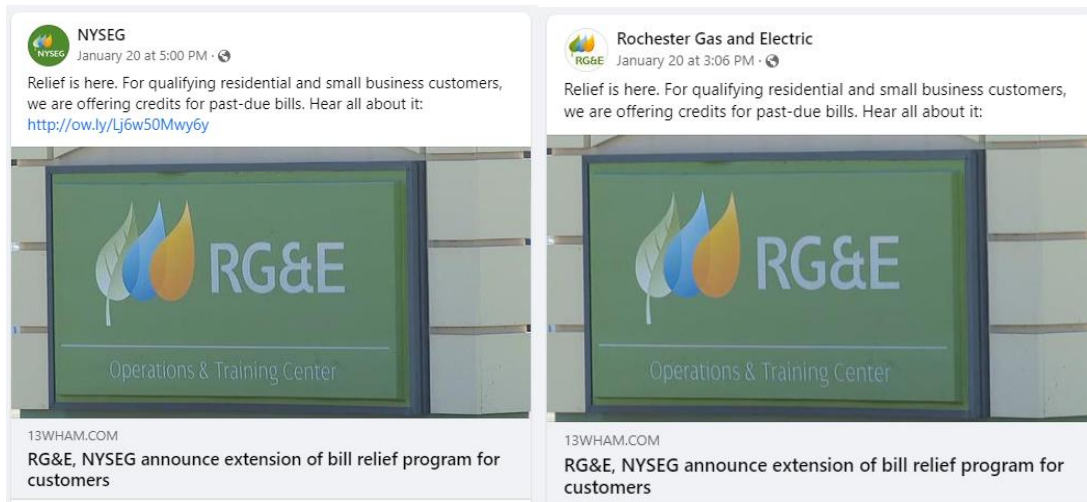
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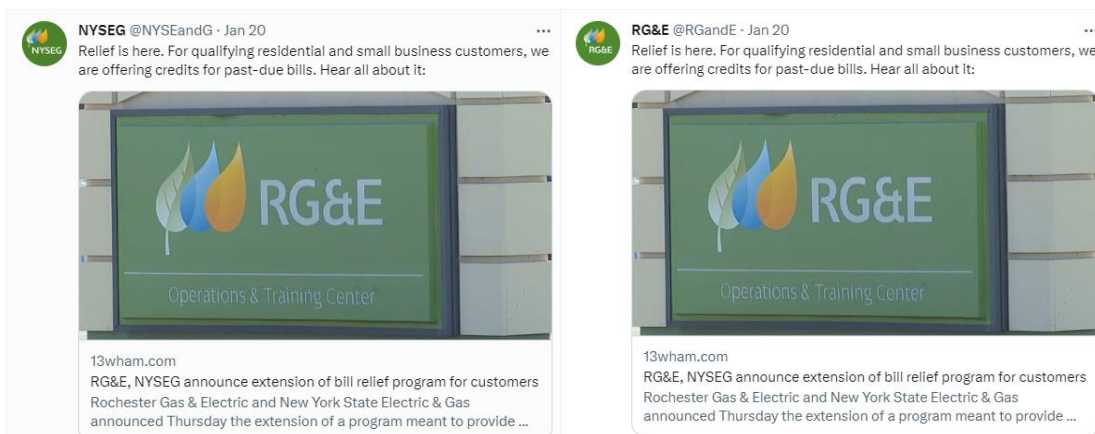
Social Media:

Linked to: <http://ow.ly/Lj6w50Mwy6y> (https://13wham.com/news/local/rge-nyseg-announce-extension-of-bill-relief-program-for-customers#_)

Facebook:



Twitter:



Bill Message:

Messages

You've qualified for our Elec & Gas Bill Relief Program and will find a one-time credit in the miscellaneous charges section of this bill. We've applied the credit to your account to reduce your past-due energy charges, including payment plans if you have one, billed prior to May 1, 2022. You can view your current balance by visiting nyseg.com/MyAccount. Thank you.

Messages

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Email:

NYSEG Residential:

<https://nyseg-email.com/t/28ID-1XU7N-270F7516EFD098A1JZHQF663E7B3D352F62B/cr.aspx>

[Help with Bill](#)

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Good news! You've qualified for Electric and Gas Bill Relief

You've qualified for the **Electric and Gas Bill Relief Program** and will receive a one-time bill credit up to \$1,000. This credit will be applied to reduce any past-due energy charges, including payment plans if you have one, billed prior to May 1, 2022. Your one-time bill credit will be applied to your account automatically and will appear in the miscellaneous charges section of your bill, along with a bill message when the bill credit is applied.

We've also taken several additional steps to help you manage monthly bills this winter including suspending late payment charges through April 15 and pausing residential service suspensions for non-payment until 30 days after credits are applied to all qualifying accounts. Which means it's a great time to bring your account up to date.

If you're having trouble managing your monthly bills, we are here to help you. We now offer **online payment agreements** to eligible customers. Simply log in to **My Account** to see if you have an available payment plan offer for your account and enroll online.

Get started now

Don't see an online payment agreement? You may still qualify for a payment plan with no fees or interest, or other assistance to bring your account up to date. Contact us today at **888.315.1755** so we can find a solution together.

Energy assistance that can help

- The **Home Energy Assistance Program (HEAP)** is a federal grant program that helps eligible households pay for energy costs and weatherization. Contact your county's department of social services or visit mybenefits.ny.gov to see if you qualify.
- If you receive a **HEAP** benefit you're automatically enrolled in our **Energy Assistance Program (EAP)**. If you're not enrolled, we've expanded our eligibility requirements for **EAP** and you may qualify for monthly bill discounts. [See if you qualify and apply.](#)

Resources to help you manage your monthly bills

- With market energy costs increasing, we have tools and resources to help you understand and manage your monthly bills. [Take control now.](#)
- Our no-cost and low-cost **energy saving tips** can help reduce your energy use and manage monthly energy costs. [Ready to learn more?](#)
- We offer a variety of **energy efficiency programs and rebates** to help you manage your energy costs. [Explore your options.](#)
- Want to receive a bill based on actual energy use each month? You can provide us with a meter reading on the months we're scheduled to estimate your energy use. [Enroll in our Meter Reading Reminder program](#) to receive an email, text and/or call when it's time for a reading.

For more information about the Electric and Gas Bill Relief Program and other assistance and services that can help, visit nyseg.com/HelpWithBill.

Easy ways to pay your bill and manage your account:



Download our FREE Mobile App today at the [App Store](#) or get it on [Google Play](#) to view and pay your bill, report an outage and submit a meter reading.



Call our automated phone system at 800.600.2275 anytime 24/7 to enter a meter reading, pay your bill, check your account balance and more.



Visit our website at nyseg.com to pay your bill, report an outage, start new service, submit a meter reading and more.



Make a one-time e-payment or credit card payment online at your convenience. Enroll in **eBill** to receive new bill reminders and schedule your payments online.



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To reach us, please visit our [Contact Us](#) page.

P.O. Box 5240, Binghamton, NY 13902-5240

NYSEG Small Business:

<https://nyseg-email.com/t/28ID-1XUF8-270F7516EFD098A1JZHQF663E7B3D352F62B/cr.aspx>

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Good News! You've qualified for Electric and Gas Bill Relief

You've qualified for the [Electric and Gas Bill Relief Program](#) and will receive a one-time bill credit up to \$1,250. This credit will be applied to reduce any past-due energy charges, including payment plans if you have one, billed prior to May 1, 2022. Your one-time bill credit will be applied to your account automatically and will appear in the miscellaneous charges section of your bill, along with a bill message when the bill credit is applied.

We've also taken additional steps to help you manage monthly bills this winter, including suspending late payment charges through April 15. Which means it's a great time to bring your account up to date. If you're having trouble managing your bills, we can help. We may have payment plan options with no fees or interest available to help you. Contact us today at **888.315.1755** so we can review available options and work with you to find a solution together.

Resources available to help you manage your monthly bills

- With market energy costs increasing, we have tools and resources to help you understand and manage your monthly bills. **Take control now.**
- We offer a variety of energy efficiency programs and rebates to help you manage your energy costs. **Explore your options.**
- Our **Small Business COVID-19 Economic Relief Program** is available to business electricity customers impacted by the pandemic and offers up to \$15,000 per project/application.

Learn more about the Electric and Gas Bill Relief Program. We are here to help with options to help you manage your monthly bills. **Don't wait. Contact us today at 888.315.1755 so we can help find the plan that works for you.**

We offer several easy ways to pay your bill and manage your account:



Download our FREE Mobile App today at the **App Store** or get it on **Google Play** to view and pay your bill, report an outage and submit a meter reading.



Call our automated phone system at 800.600.2275 anytime 24/7 to enter a meter reading, pay your bill, check your account balance and more.



Visit our website at nyseg.com to pay your bill, report an outage, start new service, submit a meter reading and more.



Make a one-time e-payment or credit card payment online at your convenience. Enroll in **eBill** to receive new bill reminders and schedule your payments online.



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P.O. Box 5240, Binghamton, NY 13902-5240

RG&E Residential:

<https://rge-email.com/t/29EZ-1XUSM-30F22741451C0A13HKV077455242B411B781/cr.aspx>

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Don't see an online payment agreement? You may still qualify for a payment plan with no fees or interest, or assistance to bring your account up to date. Don't wait. Contact us today at **877.266.3492** so we can find a solution together.

Energy assistance that can help

- The **Home Energy Assistance Program (HEAP)** is a federal grant program that helps eligible households pay for energy costs and weatherization. Contact your county's department of social services or visit mybenefits.ny.gov to see if you qualify.

Resources available to help you manage your monthly bills

- With market energy costs increasing, we have tools and resources to help you understand and manage your monthly bills. **Take control now.**
- Our no-cost and low-cost **energy saving tips** can reduce your energy use and help manage costs. **Ready to learn more?**
- We offer a variety of **energy efficiency programs and rebates** to help you manage your energy costs. **Explore your options.**
- Want to receive a bill based on actual energy use each month? You can provide us with a meter reading on the months we're scheduled to estimate your energy use. Enroll in our **Meter Reading Reminder program** to receive an email, text and/or call when it's time for a reading.

Easy ways to pay your bill and manage your account:



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Call our automated phone system at 800.295.7323 anytime 24/7 to enter a meter reading, pay your bill, check your account balance and more.



Visit our website at rge.com to pay your bill, report an outage, start new service, submit a meter reading and more.



Make a one-time e-payment or credit card payment online at your convenience. Enroll in **eBill** to receive new bill reminders and schedule your payments online.



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180 South Clinton Avenue, Rochester, NY 14604

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- Our **Small Business COVID-19 Economic Relief Program** is available to business electricity customers impacted by the pandemic and offers up to \$15,000 per project/application.

Learn more about the Electric and Gas Bill Relief Program. We are here to help with options to help you manage your monthly bills. Contact us today at **877.266.3492** so we can find the plan that works for you.

We offer several easy ways to pay your bill and manage your account:



Download our FREE Mobile App today at the **App Store** or get it on **Google Play** to view and pay your bill, report an outage and submit a meter reading.



Call our automated phone system at 800.295.7323 anytime 24/7 to enter a meter reading, pay your bill, check your account balance and more.



Visit our website at rge.com to pay your bill, report an outage, start new service, submit a meter reading and more.



Make a one-time e-payment or credit card payment online at your convenience. Enroll in **eBill** to receive new bill reminders and schedule your payments online.



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Please do not reply to this message, as this email inbox is not monitored.
To reach us, please visit our [Contact Us](#) page.

180 South Clinton Avenue, Rochester, NY 14604

Outbound Calls:

NYSEG Residential:

*Hello, this is NYSEG calling with good news about your account. You've qualified for the Electric and Gas Bill Relief Program and will receive a one-time bill credit up to \$1,000. This credit will be applied to reduce any past-due energy charges, including payment plans if you have one, billed prior to May 1, 2022. We've also taken several additional steps to help you manage monthly bills this winter including suspending new late payment charges through April 15 and pausing residential service suspensions for non-payment until 30 days after all credits are applied to ensure you have additional time to bring your account up to date. We offer payment plans with no interest or fees, assistance programs, resources to help you understand and manage monthly bills, efficiency tips and programs to reduce energy use and control costs, and much more. Visit us online at **nyseg.com** or call us at **888.315.1755** to learn how we can help. Thank you.*

NYSEG Small Business:

Hello, this is NYSEG calling with good news about your account. You've qualified for the Electric and Gas Bill Relief Program and will receive a one-time bill credit up to \$1,250. This credit will be applied to reduce any past-due energy charges, including payment plans if you have one, billed prior to May

1, 2022. We've also taken additional steps to help you manage monthly bills this winter including suspending new late payment charges through April 15 to ensure you have additional time to bring your account up to date. We offer payment plans with no interest or fees, resources to help you understand and manage monthly bills, efficiency tips and programs to reduce energy use and control costs, and much more. Visit us online at **nyseg.com** or call us at **888.315.1755** to learn how we can help. Thank you.

RG&E Residential:

*Hello, this is RG&E calling with good news about your account. You've qualified for the Electric and Gas Bill Relief Program and will receive a one-time bill credit up to \$1,500. This credit will be applied to reduce any past-due energy charges, including payment plans if you have one, billed prior to May 1, 2022. We've also taken several additional steps to help you manage monthly bills this winter including suspending new late payment charges through April 15 and pausing residential service suspensions for non-payment until 30 days after all credits are applied to ensure you have additional time to bring your account up to date. We offer payment plans with no interest or fees, assistance programs, resources to help you understand and manage monthly bills, efficiency tips and programs to reduce energy use and control costs, and much more. Visit us online at **rge.com** or call us at **877.266.3492** to learn how we can help. Thank you.*

RG&E Small Business:

*Hello, this is RG&E calling with good news about your account. You've qualified for the Electric and Gas Bill Relief Program and will receive a one-time bill credit up to \$1,500. This credit will be applied to reduce any past-due energy charges, including payment plans if you have one, billed prior to May 1, 2022. We've also taken additional steps to help you manage monthly bills this winter including suspending new late payment charges through April 15 to ensure you have additional time to bring your account up to date. We offer payment plans with no interest or fees, resources to help you understand and manage monthly bills, efficiency tips and programs to reduce energy use and control costs, and much more. Visit us online at **rge.com** or call us at **877.266.3492** to learn how we can help. Thank you.*