



NEWS RELEASE

FOR IMMEDIATE RELEASE

NYSEG Reminds Customers that New York HEAP Enrollment Has Begun

New York's Regular Arrears Supplement and the Emergency Rental Assistance Program also remain open for customers with past due energy expenses

BINGHAMTON, N.Y. — October 6, 2021 — As cold weather approaches, New York State Electric & Gas (NYSEG) is reminding customers that enrollment for New York's Home Energy Assistance Program (HEAP) is now open. Additionally, the company would like to remind customers that applications are also being accepted for the federally-funded Emergency Rental Assistance Program (ERAP), which provides rent and utility relief payments.

"There are many state and federal programs currently available, with many offering assistance on past due energy bills," said Scott Baker, vice president of customer service at NYSEG. "I encourage customers to look into these programs to see if they qualify and take advantage of them. We also want our customers to know that we are here to help them navigate their options. If you're wondering what support may be available to you, please reach out to us."

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 opened on October 1, 2021.

HEAP assists low-income people pay 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 6, age 60 or older, or is permanently disabled.

New York state also announced a new customer assistance program to support customers

with past due energy expenses. The Regular Arrears Supplement HEAP benefit is now available to HEAP-eligible customers and is a one-time benefit based on the actual amount of current utility arrears, up to a maximum of \$10,000 per applicant household. The OTDA opened the Regular Arrears Supplement benefit on September 22, 2021.

Additional support through ERAP is available for customers who are unable to pay rent and utilities due to the COVID-19 pandemic. Eligible New York renters can receive up to 12 months of past due energy expenses, as well as past rent expenses. OTDA began accepting applications for ERAP on September 15, 2021. The eligibility criteria for ERAP includes, but is not limited to, household income, having experienced financial hardship due to the COVID-19 pandemic, and you must rent your home, apartment or lot that your home is on.

For more information on how to apply for HEAP, including the necessary income qualifications, customers are urged to visit the New York State OTDA website's [HEAP section](#). For more information on ERAP qualifications and how to apply, customers should visit the New York State OTDA website's [ERAP section](#) or call 844-NY1RENT.

NYSEG is a subsidiary of AVANGRID, Inc.

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About NYSEG: New York State Electric & Gas Corporation (NYSEG) is a subsidiary of AVANGRID, Inc. Established in 1852, NYSEG operates approximately 35,000 miles of electric distribution lines and 4,500 miles of electric transmission lines across more than 40% of upstate New York. It also operates more than 8,150 miles of natural gas distribution pipelines and 20 miles of gas transmission pipelines. It serves approximately 894,000 electricity customers and 266,000 natural gas customers. For more information, visit www.nyseg.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 \$39 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 approximately 7,000 people and has been recognized by Forbes and Just Capital as one of the 2021 JUST 100 companies – a list of America's best corporate citizens – and was ranked number one 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 2021 for the third consecutive year by the Ethisphere Institute. For more information, visit www.avangrid.com.



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Media Contacts:

- **Sarah Warren**
sarah.warren@avangrid.com
585-794-9253