

Winter 2024-2025 Customer Bill Impacts

Delivery vs. Supply

NYSEG and RG&E customer bills have a delivery component and a supply component. NYSEG and RG&E deliver electricity and natural gas to customers safely and reliably through their pipes and wires. Customers must use NYSEG or RG&E for their energy delivery, while they have the option to purchase their energy supply from the utility or an Energy Services Company (ESCO).

NYSEG and RG&E's supply service consists of a variable supply charge that changes each month as the market price of energy fluctuates. NYSEG and RG&E do not make a profit on the energy it supplies to customers. If a customer chooses to have an ESCO provide their energy, the price they pay will depend on the supply agreement they have with their ESCO.

For certain service classes, NYSEG and RG&E hedge a portion of electricity and natural gas that is purchased for customers which helps moderate price fluctuations. The supply for service classes that are not hedged is subject to changes in the wholesale market price of the commodity.

Influences on Energy Bills

There are several factors that influence how much energy a customer uses to heat their home or business.

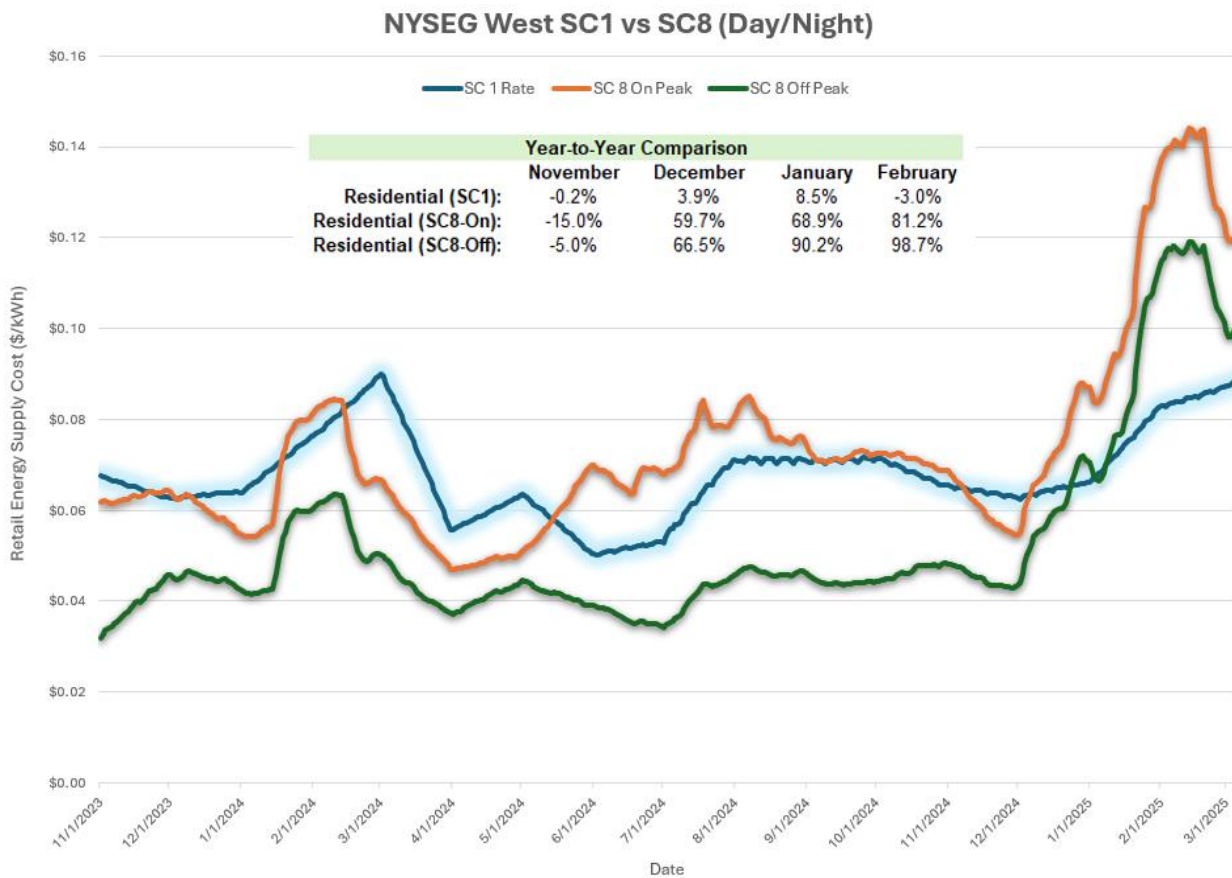
- **Outside Temperature**
 - If it is colder than normal, more energy will be used by heating systems, even if the thermostat temperature remains on the same setting.
 - The 2024-2025 heating season through February was approximately 15% colder than normal with the average monthly temperature for December – February period ranging from 24% to 35% colder.
- **Actual or Estimated Meter Reading**
 - Actual meter readings allow the utility to bill customers for their actual use.
 - Estimated reads are based on customer's historical use adjusted for weather and may not reflect other changes that impact their use.
 - Smart meters allow the utility to bill for actual use every month.
- **Energy Supply Costs**
 - Energy supply costs vary based on the company that supplies the customer's energy and could be NYSEG/RG&E or an Energy Services Company (ESCO).
 - The wholesale price of energy will impact your energy cost to varying degrees depending on the customer's delivery service class and who they purchase their energy from.
 - Customers can choose both their energy supplier and delivery service class.

Winter 2024-2025 Electric Supply Prices

The graph below illustrates NYSEG supply costs for most of its residential customers and compares SC-1 Residential Service to SC-8 Residential Day Night Service. Day Night service is typically used by customers that have electric heat and use significantly more electricity during the winter.

Supply for SC-1 is partially hedged, which moderates price fluctuations, while SC-8 is not hedged and is subject to high price volatility. Depending on wholesale markets pricing there are times when SC-8 is lower than SC-1 and times when it is higher. This winter SC-8 supply has been significantly higher than SC-1 supply. This has a direct impact on customer bills.

While this graph represents specific NYSEG service areas, the general pricing trends shown are similar for other NYSEG areas and RG&E.





Winter Energy Savings Tips

Lower the thermostat: Each degree above 68°F uses 3% more energy.

Use a smart thermostat: Save money by lowering the temperature when you're not home, unless you have a heat pump.

Upgrade electric heat: Switch to a high-efficiency ductless mini split heat pump to cut electricity use by up to 40%.

Maintain your furnace: Clean or replace filters regularly and get annual check-ups to save money.

Switch to LED lighting: LEDs use 90% less energy and last up to 25 times longer than incandescent bulbs.

NYSEG visit: nyseg.com/winter-energy-tips or call 888.315.1755

RG&E visit: rge.com/winter-energy-tips or call 877.266.3492

Assistance Programs

NYSEG and RG&E offer many services designed to meet the variety of customers' needs, including the Companies' **Energy Assistance Program**. Customers who qualify for the Energy Assistance Program could receive a monthly credit on their bill. It may also benefit customers to take advantage of **Budget Billing**, which divides yearly bills into 12 equal payments, spreading those higher winter usage totals across the months.

The Home Energy Assistance Program (HEAP) is a federal grant program that helps eligible households pay for energy costs, repairs and weatherization. Income eligible customers may receive one regular HEAP benefit per season. In addition to regular HEAP, the household may also be eligible for emergency HEAP benefits. The number of emergency benefits varies per season depending on the availability of funds. For more information or to apply for a HEAP grant, visit: <http://otda.ny.gov/programs/heap/>.

Customers in arrears are provided multiple communications in advance of a disconnection. These contacts will include a bill, a reminder notice or a phone call, a termination notice with an additional payment period, an additional call, and then an in-person field visit to the residence to collect or shut off service. These measures are required by the New York State Public Service Commission and are intended to provide customers significant advance warning before any disconnection is performed.

NYSEG and RG&E make deferred payment agreements and other assistance available for eligible customers. The Companies can help with payment plans for eligible customers, which are available online or by calling Customer Service. The Companies have many services designed to meet a variety of needs for customers.

NYSEG visit: nyseg.com/HelpWithBill or call 888.315.1755

RG&E visit: rge.com/HelpWithBill or call 877.266.3492