



NEWS RELEASE

FOR IMMEDIATE RELEASE

**NYSEG and RG&E Warn Customers of New Scam Attempts**  
*Customers urged to report suspicious calls and be wary of requests for personal information*

**BINGHAMTON, New York — October 24, 2019** — NYSEG and RG&E, subsidiaries of AVANGRID Inc. (NYSE: AGR), are urging customers to be vigilant of scammers posing as representatives of the energy companies.

NYSEG and RG&E have recently received reports of customers having accepted calls from people who claim to be “consultants” of the companies, some with a corresponding forged caller ID. **Customers are urged to never give out personal or account information to unsolicited callers.**

Additionally, customers have reported calls threatening to cut service unless an immediate payment over the phone is made using a prepaid debit card such as ‘Green Dot’. **This is a sure sign of a scam.** In some cases, the caller seems to have specific knowledge about the customers they are calling and will provide a callback number that spoofs a recorded greeting similar to that of the companies’ customer service line. Please note that NYSEG and RG&E provide advance notice before terminating a customer’s service for non-payment, and employees do not perform shut-offs during hours when the Customer Service Center is closed.

Scammers often target commercial establishments such as restaurants, sandwich shops, or markets shortly before their busiest lunch or dinner periods. However, residential customers have also reported receiving calls.

Any customer who is uncertain whether a call is genuine should hang up and call NYSEG or RG&E at the number listed on the bill or on the company’s website. Here are some

helpful tips:

- Customers can research their energy supply choices at [NYSEG](#) or [RG&E](#). **Never give out unsolicited account information over the phone or in person.**
- NYSEG and RG&E will never call customers for payment if the account is in good standing. Be suspicious of callers asking for payment for an account that is current.
- If unsure of the identity of the caller, ask for the last five digits of the account. If they do not have this information, hang up and alert local authorities. You can also report this to the [FBI Internet Crime Complaint Center](#). **Never give out personal or account information to a caller.**
- Be suspicious of unexpected emails from NYSEG or RG&E, especially if you're not an eBill customer, and think twice before clicking links. If you're not certain, you can make credit card payments, check balances and find other information at [nyseg.com](#) and [rge.com](#).
- When making a payment by phone, always use company phone numbers: NYSEG customers can call [800.600.2275](#) . RG&E customers can call [800.295.7323](#). **You can also check your account status over the phone.**
- **Do not** make any payments over the phone **to anyone** who has contacted you or asked you to dial a number that is different than the one on your bill or the companies' website.
- For payments by mail use the following addresses:  
**NYSEG, P.O. Box 847812, Boston, MA 02284-7812**  
**RG&E, P.O. Box 847813, Boston, MA 02284-7813**
- Pay in person at an authorized payment agent, a Walmart location or one of the NYSEG or RG&E walk-in office locations. For a listing of payment agents, visit [nyseg.com](#) and [rge.com](#).
- NYSEG and RG&E employees carry company-issued photo ID with a unique employee number. Ask for ID before providing personal or account information, or granting access to your property. If you are not certain, call to confirm using the number on your bill or the company's website.
- The companies will never ask customers to purchase debit cards such as Green Dot cards to make payments. NYSEG and RG&E accept a variety of payment methods, and Customer Care representatives will work with individual customers to help them pay down outstanding balances and maintain service.

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**AVANGRID, Inc.** (NYSE: AGR) is a leading, sustainable energy company with approximately \$33 billion in assets and operations in 24 U.S. states. With headquarters in Orange, Connecticut, AVANGRID has two primary lines of business: Avangrid Networks and Avangrid Renewables. Avangrid Networks owns eight electric and natural gas utilities, serving 3.25 million customers in New York and New England. Avangrid Renewables owns and operates 7.2 gigawatts of electricity capacity, primarily through wind power, with a presence in 22 states across the United States. AVANGRID employs approximately 6,500 people. AVANGRID supports the U.N.'s Sustainable Development Goals and was named among the World's Most Ethical Companies in 2019 by the Ethisphere Institute. For more information, visit [www.avangrid.com](http://www.avangrid.com).



**New York State Electric & Gas Corporation (NYSEG)** is a subsidiary of AVANGRID, Inc. Established in 1852 and based in Binghamton, New York, NYSEG serves approximately 898,700 electricity customers and 267,900 natural gas customers across more than 40% of upstate New York. NYSEG operates approximately 35,000 miles of electric distribution lines and 4,500 miles of electric transmission lines. It also operates more than 8,300 miles of natural gas distribution pipelines and 20 miles of gas transmission pipelines. NYSEG received a distinguished award in 2019 for its ongoing support of military veterans and reservists from the Department of Defense. For more information, visit [www.nyseg.com](http://www.nyseg.com).

**Rochester Gas and Electric Corporation (RG&E)** is a subsidiary of AVANGRID, Inc. Established in 1848 and based in Rochester, New York, RG&E serves approximately 381,400 electricity customers and 315,700 natural gas customers in a nine-county region in New York surrounding the City of Rochester. It operates approximately 8,800 miles of electric distribution lines and 1,100 miles of electric transmission lines. It also operates approximately 9,000 miles of natural gas distribution pipelines and 105 miles of gas transmission pipelines. RG&E received the 2018 Salute to Excellence Award for its community engagement and leadership investments in education from the Monroe Community College Foundation. For more information, visit [www.rge.com](http://www.rge.com).

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