FOR IMMEDIATE RELEASE

RG&E Warns Customers of New Scam Attempts

Customers urged to report suspicious calls and be wary of requests for personal information

BINGHAMTON, NY — May 8, 2020 —RG&E, an AVANGRID company, is urging customers to be vigilant of scammers posing as representatives of the energy companies.

RG&E has recently received reports of customers having accepted calls from people who claim to be employees or consultants of the company. 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 is made over the phone. This is a sure sign of a scam. Any customer who is uncertain whether a call is genuine or has questions about the status of their account is encouraged to call the phone number provided on their bill.

Please note that RG&E has temporarily suspended disconnections related to non-payment during this public health crisis. Furthermore, as part of the companies' COVID-19 response, RG&E employees are not entering customers' homes or going door-to-door for non-emergency work.

The company also offered customers some additional helpful tips:

- RG&E accepts a variety of payment methods, and Customer Care representatives will work with individual customers to help them pay down outstanding balances and maintain service. The company will never demand customers to purchase debit cards such as Green Dot cards to make payments.

- 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. Never give out personal or account information to a caller.

- RG&E employees and contractors 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.

- Be suspicious of unexpected emails from 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 rge.com.

- When making a payment by phone, always use company phone numbers: RG&E customers can call 800.295.7323.

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About RG&E: Rochester Gas and Electric Corporation (RG&E) is a subsidiary of AVANGRID, Inc. Established in 1848, RG&E operates approximately 8,800 miles of electric distribution lines and 1,100 miles of electric transmission lines. It also operates approximately 10,600 miles of natural gas distribution pipelines and 105 miles of gas transmission pipelines. It serves approximately 378,500 electricity customers and 313,000 natural gas customers in a nine-county region in New York surrounding the City of Rochester. For more information, visit www.rge.com.

About AVANGRID: AVANGRID, Inc. (NYSE: AGR) is a leading, sustainable energy company with approximately $34 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 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 6,600 people. AVANGRID supports the U.N.'s Sustainable Development Goals and was named among the World's Most Ethical Companies in 2019 and 2020 by the Ethisphere Institute. For more information, visit www.avangrid.com.

Learn about the Iberdrola Group's global pandemic response at its **[COVID-19 Hub.](#)**

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