

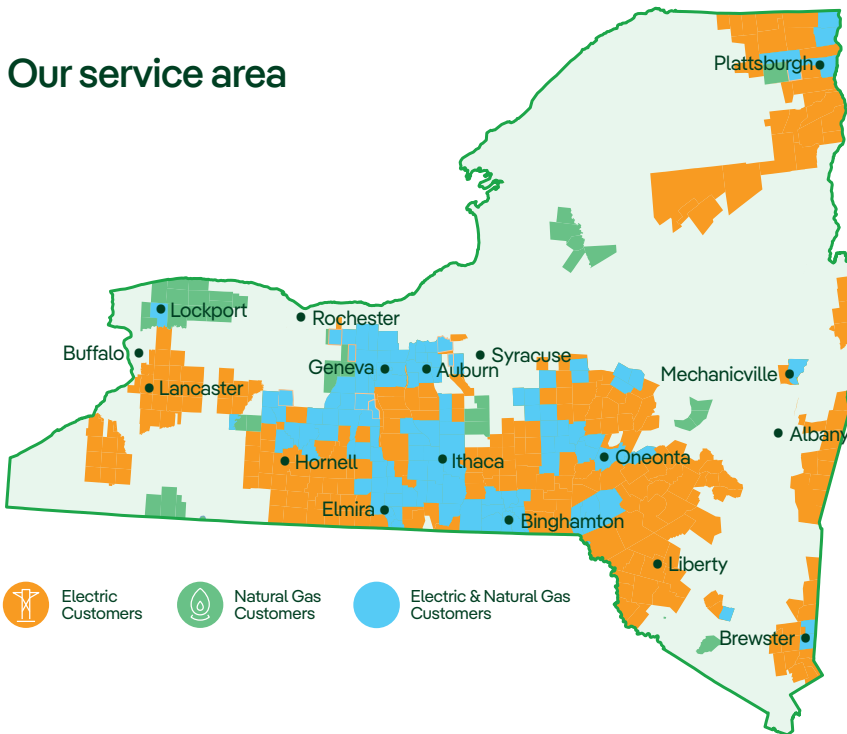
Investing in a clean energy future for all



NYSEG, an Avangrid company, operates more than 34,000 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 8,484 miles of natural gas distribution pipelines and 20 miles of gas transmission pipelines. With a commitment to the well-being of the communities we serve, NYSEG creates sustainable value for our customers by providing reliable service and investing in innovative technologies to make the electric grid more resilient.



Our service area



1852

Ithaca Gas Light Company formed (NYSEG traces its roots to this company)

1929

New York State Electric & Gas name adopted

1998

Energy East formed

2008

Iberdrola, S.A. acquires Energy East

2009

Energy East name changes to Iberdrola USA

2015

Iberdrola USA and UIL Holdings merge to form Avangrid



Reliability

Investing in the safety and reliability of service to meet the needs of our customers



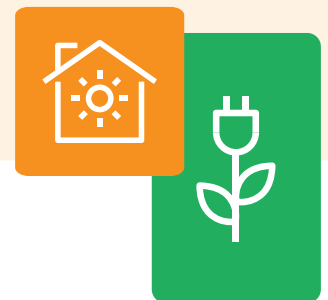
Innovation

Harnessing the power of technology to transform the energy system



Sustainability

Unlocking New York's clean energy economy to meet state policy goals



Facts at a glance



34,258 miles of electric distribution lines

4,552 miles of electric transmission lines

8,484 miles of natural gas distribution pipelines

20 miles of gas transmission pipelines

2.2 million population served

430 substations

2,216 employees

916,209 electric customers

271,955 natural gas customers

44 counties, **175** cities and villages, **410** towns served

Meet the CEO



Patricia H. Nilsen

President and CEO – NYSEG and RG&E

Patricia H. Nilsen is President and CEO of Avangrid Networks' two New York utility operating companies – NYSEG and RG&E. Nilsen joined NYSEG in 1992 in Human Resources before moving to Corporate Communications and Customer Service, and

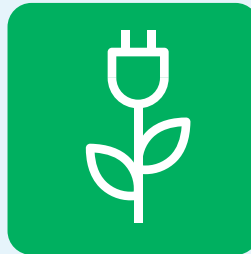
has served in a number of high-profile leadership roles throughout her tenure.

Most recently, Nilsen was Vice President of Reliability Assistance and Emergency Preparedness for Avangrid. She previously served as Director of Emergency Preparedness, where she led crisis response to system emergencies across all eight of Avangrid's electric and natural gas companies.

Nilsen holds a master's degree in English from Syracuse University, a master's degree in adult education from Elmira College and a bachelor's degree in English and Fine Arts from Alfred University.

Working together to deliver a more accessible clean energy model that promotes healthier, more sustainable communities every day.

Our purpose reflects our commitment to transforming how we serve our customers by prioritizing the well-being of people and the conservation of the planet. It is inspired by and built on our three core values.



Sustainable

We seek to be a model of inspiration for creating economic, social and environmental value in our communities, and we act positively to affect local development, generate employment, and give back to the community.



Agile

We act efficiently and with passion to drive innovation and continuous improvement at both the local and global level.



Collaborative

We work together toward a common purpose and mutual benefit while valuing each other and our differences.

To learn more, please visit nyseg.com

