



RG&E

An AVANGRID Company

Customers First, Community Always



This settlement agreement puts customers first, makes smart investments to improve reliability of service, prepares RG&E for a clean energy future, and has earned the support of customers, businesses, industry and environmental organizations.

COVID-19 Relief

Providing **immediate and impactful relief** to our most vulnerable customers through up to **\$13.5 million** in dedicated support.



- **Automatic \$100 bill credit** for eligible residential and small business customers
- **Two electric economic development programs** for small and large businesses that will distribute \$3 million annually
- **Flexible deferred payment program** for customers

Other Initiatives



Infrastructure Investments

Improving reliability and resiliency



Smart Meters

Harnessing the power of technology to transform the energy system



Sustainability

Embracing distributed energy resource systems and renewable energy



Energy Efficiency

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



>> Continued on next page

New York's Energy Future

This agreement moves New York closer to achieving its energy goals and contribute to a cleaner energy economy while promoting healthier and more sustainable communities.



- Committed to **zero-net increase in gas usage**
- No expansion of natural gas infrastructure; instead **promoting energy alternatives** such as heat pumps
- **Expansion of electric vehicle infrastructure** and other DER technology

Infrastructure Investments

Investments in the infrastructure will reduce service outages and shorten outage times while improving the customer experience.



- **\$309 million for infrastructure improvements** to replace aging equipment and improve reliability
- **\$35 million for storm resiliency programs** to reduce the frequency and duration of outages
- **Investing to ensure the continued safety and reliability of our natural gas system**

Increasing our Workforce

We will increase local support for storm readiness and system emergencies by bolstering our workforce.



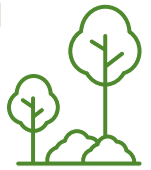
- **Adding new line workers and additional field personnel** across all regions of the service area

Our goal is simple: to best serve our customers.

We will accomplish that through these necessary investments, new programs and enhancements – all while continuing to have among the lowest electric and gas rates in the state.

Tree Trimming

As the state continues to face harsh and more frequent storms, distribution tree trimming programs remain a priority to reduce service outages.



- **Continued tree maintenance and trimming** where trees pose increased risk for outages.
- **An additional \$1.575 million to address danger trees** outside of the distribution right of way, including but not limited to, ash trees.

Smart Meters

Advanced Metering Infrastructure installation to begin in 2022 and introduces several customer benefits.



- **Eliminates estimated billing**
- **Promotes energy management** by providing the customer with detailed usage data
- **Improved outage detection, response, and restoration**
- **Supports energy efficiency** efforts and New York's energy goals

