



## NEWS RELEASE

FOR IMMEDIATE RELEASE

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### **NYSEG and RG&E Warn Customers to Be Safe and Ask for Identification**

**Rochester, NY** – NYSEG and RG&E remind customers to be safe and ask for photo identification whenever anyone approaches them claiming to be a NYSEG or RG&E employee or agent working on behalf of the company. Customers should also not hesitate to ask for the name and phone number of a supervisor they can call to verify the person's identity.

All NYSEG and RG&E employees carry photo identification.

Because of some recent complaints, customers are also reminded that:

- NYSEG and RG&E employees do not market energy door-to-door.
- NYSEG and RG&E field employees would never ask a customer for an account number or a bill.
- NYSEG and RG&E employees would never contact a customer and ask for an account number or any other personal information.

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**About NYSEG, RG&E and Iberdrola USA:** NYSEG and RG&E are subsidiaries of Iberdrola USA. NYSEG serves 878,000 electricity customers and 261,000 natural gas customers across more than 40% of upstate New York. RG&E serves 367,000 electricity customers and 303,000 natural gas customers in a nine-county region centered on the City of Rochester. Iberdrola USA, a subsidiary of global energy leader Iberdrola, S.A., is an energy services and delivery company with more than 2.4 million customers in upstate New York and New England. We are a team of dedicated individuals working as one to deliver value to our customers, employees and shareholders. By providing outstanding customer service and exceptional reliability, while holding safety and the environment in high regard, we aspire to be a world-class energy company. For more information, visit [www.nyseg.com](http://www.nyseg.com), [www.rge.com](http://www.rge.com) and [www.iberdrolausa.com](http://www.iberdrolausa.com).

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