



Congress of the United States
House of Representatives
Washington, DC 20515

April 16, 2025

Patricia Nilsen
President & CEO
New York State Electric and Gas
18 Link Drive
Binghamton, NY 13904

Dear Ms. Nilsen,

I have received reports from constituents whose NYSEG bills have increased dramatically in recent months, sometimes doubling or tripling from the prior month or year. These price hikes have caused financial hardship, especially for constituents on tight budgets and fixed incomes. Therefore, I am launching an investigation to determine the cause of these increased bills and to assess whether legislation or other action is needed to address it.

To assist in that investigation, I request that you please respond in writing to the following request for information no later than 10 business days from the date of this letter.

Please provide a report showing (a) the number of customers NYSEG serves in New York's 19th Congressional District (herein "NY-19 Customers"); (b) the mean and median monthly bill amount for those customers for each month from January 2023 through the most recent month for which data are available; and (c) the number of those customers who have called to complain about or otherwise report high bills for each month from January 2023 through the most recent month for which data are available.

Please provide (a) a detailed description of each line item on a typical NY-19 Customer's NYSEG bill, (b) NYSEG's analysis of whether costs and charges associated with each line item have increased or decreased over the last two years, and (c) a description of the factors that go into calculating each line item, including whether those factors are fixed or variable.

The media recently have published several reports of increased NYSEG bills. In response to those reports or otherwise, has NYSEG independently investigated whether NY-19 Customers'

bills have increased on a year-over-year or season-over-season basis? If so, what has been the result of that investigation?

In October 2023, New York's Public Service Commission (PSC) approved NYSEG's request to hike rates on its customers. At the time, PSC stated:

Under the new rate plan, a NYSEG residential electric customer using 600 kWh per month would see an average total monthly bill increase of \$9.94 or 10.3 percent in November of this year, \$8.88 or 8.4 percent starting May 2024, and \$11.34 or 9.9 percent starting May 2025. A residential gas heating customer using an average of 100 therms per month would see an average monthly bill increase of \$4.96 in November of this year, or 3.6 percent, an \$2.13 increase in the second year, or 1.5 percent, and a \$4.10 increase in the third year, or 2.9 percent.

For PSC projections covering time periods that have already passed, how do the PSC's projections compare to actual rate hikes? For PSC projections covering future time periods, does NYSEG believe the projections are accurate?

Setting aside increases that may be attributable to customers' unique circumstances, and holding constant any increases attributable to seasonal changes, does NYSEG dispute that NY-19 Customers' bills have increased in recent months? If so, on what basis? If not, please list each cause of those increases.

Some constituents have reported that their bills increased shortly after NYSEG installed new "smart meters." NYSEG has told the press that there is no connection between the installation of smart meters and the increase in customers' bills. Does NYSEG stand by that position? What investigation has NYSEG conducted to determine whether changes in customers' bills are related to the installation of smart meters?

NYSEG is wholly owned by Avangrid, which is wholly owned by Iberdrola, a Spanish corporation. I would like to better understand the financial relationship between these three entities, particularly the extent to which payments made by NY-19 Customers result in profits for Iberdrola. Please (a) explain how net income flows from NYSEG up the chain of ownership to Avangrid and Iberdrola (e.g., dividends, cash transfers, distributions, etc.) and (b) provide, for each year since 2015, the amount of funds NYSEG has distributed, paid, or otherwise transferred to Avangrid and Iberdrola.

I appreciate your attention to this matter, and I look forward to reviewing your responses.

Sincerely,

A stylized, handwritten signature in black ink, appearing to be 'JR' with a large loop on the left and a horizontal line extending to the right.

Josh Riley
Member of Congress