

NYSEG and RG&E Remind Customers About Access for Natural Gas Meter Inspections

Utilities conducting state and federal mandatory inspections

Ongoing inspections throughout the year support safe delivery of natural gas

BINGHAMTON, N.Y. — September 26, 2024 — New York State Electric & Gas (NYSEG) and Rochester Gas and Electric (RG&E) are reminding customers about granting access to their homes so crews can conduct natural gas meter inspections. These federal and state-mandated inspections are conducted once every three years to meet requirements that support the safe delivery of natural gas to homes and businesses.

Approximately 18,000 indoor meters in NYSEG’s service territory need to be inspected this year. In RG&E service territory, there are 38,000 indoor meters due to be inspected this year.

“Our inspectors will use gas detection equipment to identify gas leakage and will perform a visual inspection for corrosion on all exposed piping up to the natural gas meter inside your home or business,” said Chris Hepler, manager of Gas Operations Technical Services for NYSEG and RG&E. “The entire process takes approximately 10 minutes to complete.”

The inspection helps to identify any potential issues such as excessive corrosion, abnormal operating conditions, or leaks that could pose a problem for customers and property if not addressed and repaired. If crews suspect a leak or corrosion, the Companies will address the concern at no cost to the customer.

NYSEG and RG&E employees and qualified contractors will perform the inspections. They will identify themselves and show green or yellow company identification badges before entering your home. NYSEG and RG&E encourage customers to always ask to see the ID of any employee or contractor. You can expect to see inspectors in your neighborhood Mondays through Saturdays.

If you are not available or we are unable to access the meter, we will leave an informational card. Customers may also receive a phone call to schedule inspections. If we are unable to gain access to a meter after repeated attempts in person, or by phone or mail, gas service could be shut off until it is deemed safe, and customers may be charged a \$100 fee. You can learn more about the inspections at [Gas Safety Inspections - NYSEG](#) or [Gas Safety Inspections - RGE](#)

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New York. It also operates more than 8,150 miles of natural gas distribution pipelines and 20 miles of gas transmission pipelines. It serves approximately 894,000 electricity customers and 266,000 natural gas customers. For more information, visit www.nyseg.com.

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) aspires to be the leading sustainable energy company in the United States. Headquartered in Orange, CT with approximately \$46 billion in assets and operations in 24 U.S. states, Avangrid has two primary lines of business: networks and renewables. Through its networks business, Avangrid owns and operates eight electric and natural gas utilities, serving more than 3.3 million customers in New York and New England. Through its renewables business, Avangrid owns and operates a portfolio of renewable energy generation facilities across the United States. Avangrid employs approximately 8,000 people and has been recognized by JUST Capital as one of the JUST 100 companies – a ranking of America’s best corporate citizens – in 2024 for the fourth consecutive year. In 2024, Avangrid ranked first among utilities and 12 overall. The company supports the U.N.’s Sustainable Development Goals and was named among the World’s Most Ethical Companies in 2024 for the sixth consecutive year by the Ethisphere Institute. Avangrid is a member of the group of companies controlled by Iberdrola, S.A. For more information, visit www.avangrid.com.



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