



# Corporate Responsibility Report 2025

Connecticut Natural Gas Corporation (CNG)  
The Southern Connecticut Gas Company (SCG)  
The United Illuminating Company (UI)  
The Berkshire Gas Company (BGC)





# Our Networks Operations in Connecticut and Massachusetts

## A Message from Leadership

**Connecticut Natural Gas, Southern Connecticut Gas, United Illuminating and Berkshire Gas** are leading the charge in ensuring the best service for our customers.

**We are making strides in customer service. Across CNG, SCG and UI, our customer satisfaction scores have increased by more than 20% since 2023.**

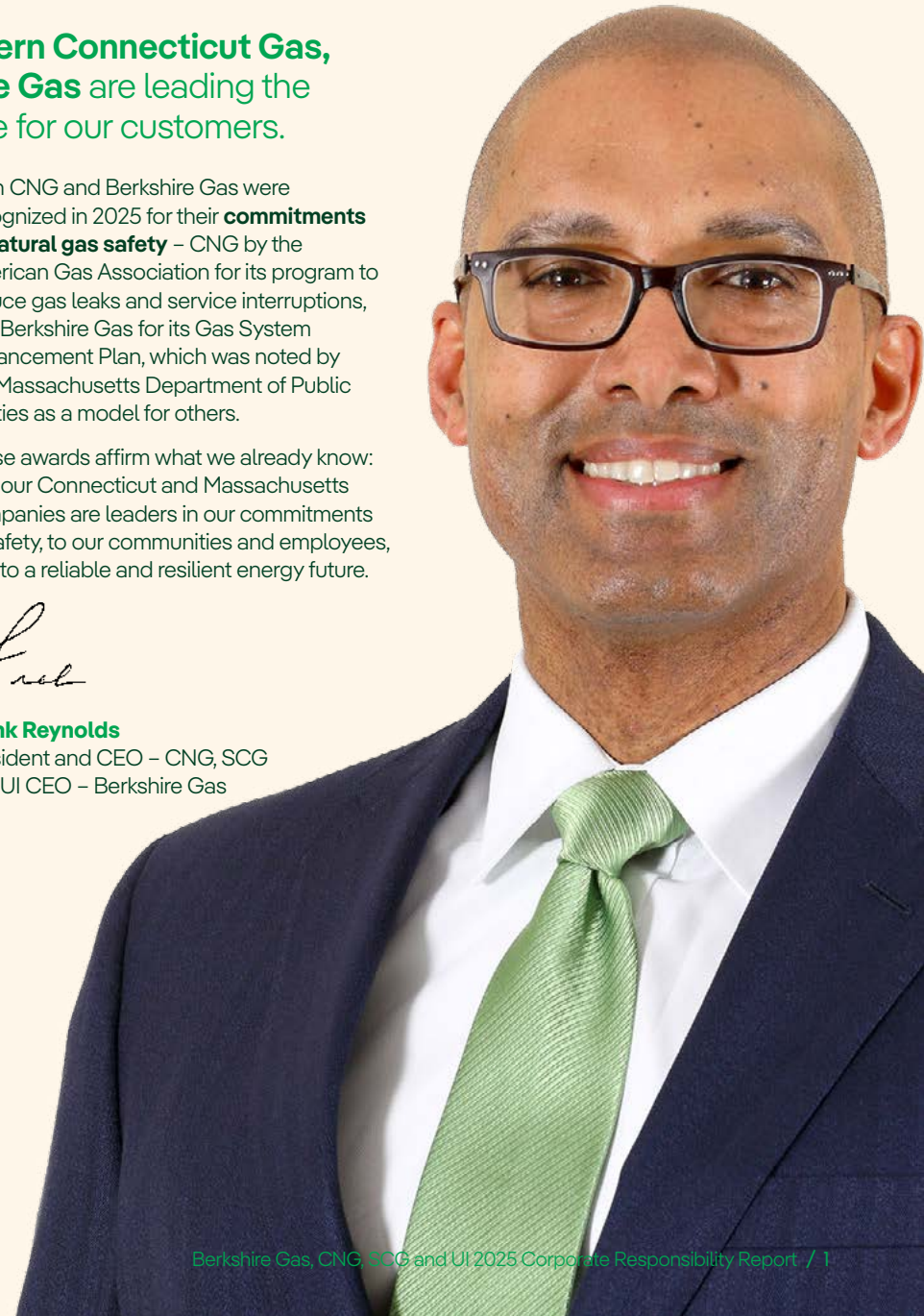
We also continue to support our communities, develop our workforce and invest in the reliability and resiliency of our utility infrastructure.

In 2025, our companies received several recognitions for our work. UI was named **Utility Company of the Year** from the Northeast Renewable Energy Coalition for our work advancing the future of energy. We were recognized by the State of Connecticut for our **Trade Internship Program**, which in partnership with the Utility Workers Union of America 470-1 provides paid internships to students from area trade schools and Housatonic Community College. UI received an **Emergency Response Award** from the Edison Electric Institute for outstanding assistance following Hurricane Helene.

Both CNG and Berkshire Gas were recognized in 2025 for their **commitments to natural gas safety** – CNG by the American Gas Association for its program to reduce gas leaks and service interruptions, and Berkshire Gas for its Gas System Enhancement Plan, which was noted by the Massachusetts Department of Public Utilities as a model for others.

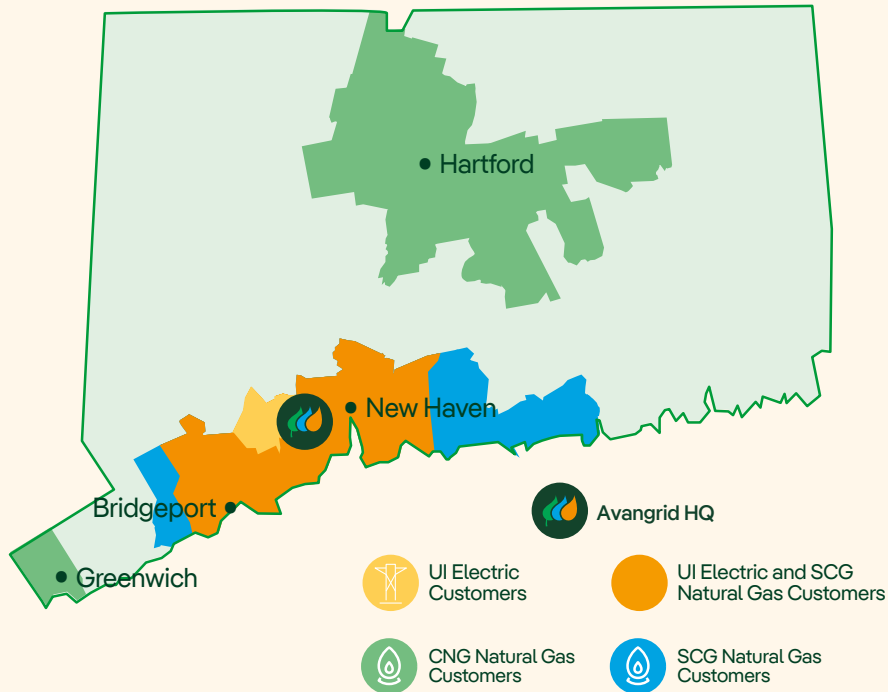
These awards affirm what we already know: that our Connecticut and Massachusetts companies are leaders in our commitments to safety, to our communities and employees, and to a reliable and resilient energy future.


**Frank Reynolds**  
President and CEO – CNG, SCG  
and UI CEO – Berkshire Gas





# 2025 Operational Data - Connecticut



CNG	SCG	UI
<b>3,844</b> miles of natural gas distribution lines	<b>4,230</b> miles of natural gas distribution lines	<b>9,681</b> miles of electric distribution lines
<b>784,000</b> population served	<b>848,000</b> population served	<b>140</b> miles of electric transmission lines
<b>353</b> employees	<b>350</b> employees	<b>774,000</b> population served
<b>189,802</b> natural gas customers	<b>212,851</b> natural gas customers	<b>26</b> substations
<b>25</b> communities served	<b>24</b> communities served	<b>754</b> employees
<b>\$1.4B</b> assets	<b>\$1.9B</b> assets	<b>350,068</b> electric customers
 Part of the Avangrid family		<b>17</b> communities served
		<b>\$4.3B</b> assets



# 2025 Impact At A Glance - Connecticut

**\$55M**

SCG investment in leak-prone natural gas pipeline replacement  
**\$28M CNG**

**10,012**

Avangrid in-state hours of volunteering

**37%**

UI alternative fuel fleet vehicles  
**33% SCG • 28% CNG**

**94%**

UI customer smart meters installed



**75,062**

UI customers supported by low-income programs  
**24,608 SCG • 19,842 CNG**

**304,832 MMBtu**

customer energy savings from efficiency programs

**\$72M**

UI financial support to customers  
**\$10M SCG • \$8M CNG**

**3,009**

UI clean energy interconnections

**1 MWh**

UI battery storage capacity

**\$193M**

Avangrid spend with in-state suppliers  
**\$78M UI • \$47M SCG • \$35M CNG**



**\$235M**

Avangrid in-state taxes and fees paid  
**\$135M UI • \$46M SCG  
\$38M CNG**

**11,010**

Avangrid in-state jobs supported



**\$1.4M**

Avangrid community support  
**\$478,296 UI • \$174,631 SCG  
\$148,571 CNG**



# Delivering Safe, Reliable and Affordable Energy

Our customers are our top priority, and in 2025 we continued focusing on **affordability, reliability** and **customer service**.

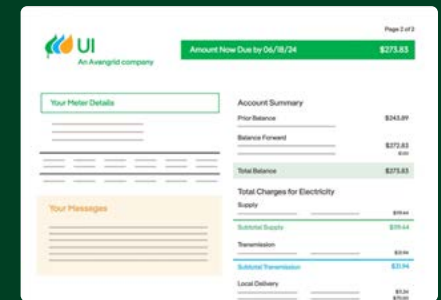
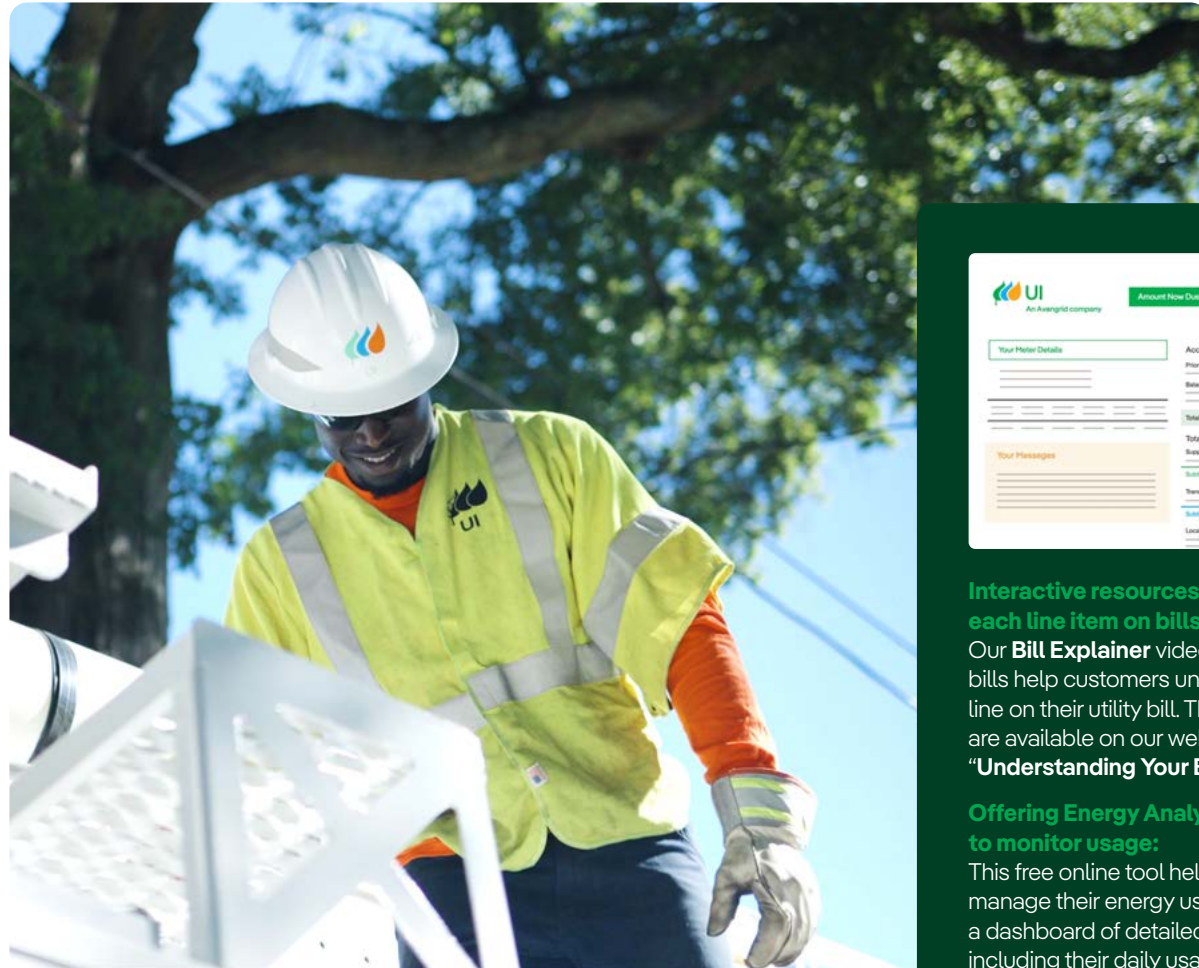
## Helping Customers Manage Costs

We provide our customers with tools that help them manage their energy usage and control costs, and we help eligible customers access financial support programs. In 2025, our efforts included:

### Making it easy for customers to get help:

We provide our customers with information about financial support programs by communicating with them through our digital app, website, email and in-person events. Information and enrollment instructions are also always available on our websites, under “**Help with Bill.**” The programs include:

- **The Low-Income Discount Rate**, which helps eligible electric customers receive a 10% to 50% discount on their monthly electric bill.
- **The Matching Payment Program**, which is available to eligible electric and natural gas customers and matches every dollar paid and received from other state assistance programs.
- **Winter Protection**, which is available to natural gas and electric customers who qualify for financial hardship and ensures service is not turned off between November 1 and May 1.



### Interactive resources that explain each line item on bills:

Our **Bill Explainer** videos and sample bills help customers understand each line on their utility bill. The resources are available on our websites under “**Understanding Your Bill.**”

### Offering Energy Analyzer, a new tool to monitor usage:

This free online tool helps customers manage their energy usage through a dashboard of detailed information, including their daily usage, how usage is distributed across their devices and appliances, and how temperature impacts usage.



# Delivering Quality Customer Service

Our Customer Care Teams meet our customers wherever they are, providing individual solutions online, by phone and at in-person events. Customer service highlights in 2025 include:

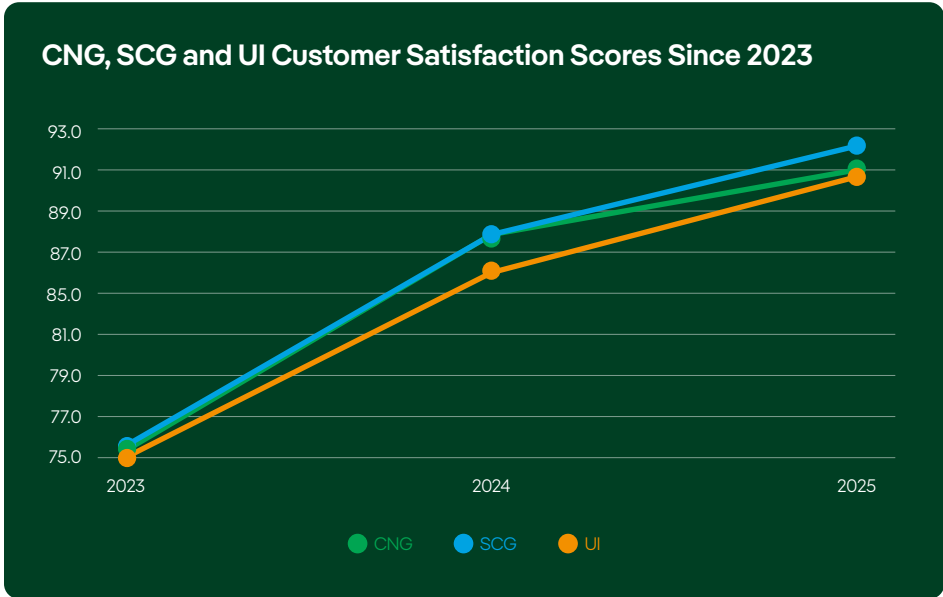
**Equipping community leaders with customer support information:** In April, we joined the United Way at their **Utility Resource Fair**, and in October, we brought **40 community leaders together** with our teams for a first-of-its-kind event in Orange, Connecticut. At both events, our staff equipped these front-line service agency leaders with valuable information about financial support programs for people and families in their communities who may be struggling to pay their energy bills.

**Offering regular in-person customer service options:** We continued our **Community Events** series where attendees can walk in and get individual support. Our teams answered questions about utility projects, showed customers how to use our online tools and enroll in financial support programs, and offered other services.

Over the last three years, our Connecticut utility companies have seen a steady increase in Customer Service Satisfaction scores:



In 2025, we held more than 100 in-person outreach events, reaching more than 4,000 customers.





# Responding Quickly and Safely During Storm Events

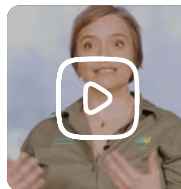
As severe weather events become increasingly common, so does the potential for power outages. Emergency response is one of the most important ways we support our customers and communities, and in 2025, our efforts included:



**Restoring power after October nor'easter:** When power was knocked out for **30,000 customers in October**, lineworkers and support personnel from UI and sister company NYSEG responded swiftly and safely to restore power.

**Emergency Response Award:** UI received an Emergency Response Award from the Edison Electric Institute for outstanding assistance following Hurricane Helene.

**Responding to outages in western Pennsylvania:** In April, power outages affected over 500,000 customers of FirstEnergy Corp. utilities in western Pennsylvania. Nearly 40 members of the UI lineworker team traveled to the region the next day to aid in the restoration efforts.



Learn how we prepare for and respond to storms – from prioritizing restoration efforts to completing “After Action” reports!

## 2025 Customer Support

	CNG	SCG	UI
Customer satisfaction score	91.0%	92.3%	90.6%
Financial support to customers	\$8.0M	\$10.2M	\$72.1M
Customer outreach events held	103		
Customers participating in energy efficiency programs	112,316	91,573	230,212
Energy efficiency community outreach events	237		
Low-income customers participating in energy efficiency programs	1,779	2,566	2,867
Customers supported by low-income programs	19,842	24,608	75,062
UI customer smart meters installed			94%





# Making Critical Upgrades to Systems and Infrastructure

Our customers rely on infrastructure and power systems that require regular upgrades and modernization. Our key 2025 investments in this area included:

**Replacing a 100-year-old substation with modern infrastructure:** In July, UI decommissioned the **Whitney Avenue Substation**, which was built around 1915, completing a systemwide transition to modern substations and improving reliability for 345,000 customers.



**Breaking ground on the SINGER Station Floodwall:** In August, UI broke ground on a \$47 million floodwall at **Bridgeport's SINGER Substation**. The 17-foot concrete wall includes floodgates and upgraded stormwater management to reduce the risks of power outages from flooding along the coast. The project is part of UI's coastal flood-mitigation program to strengthen grid reliability.

**Rebuilding over 7 miles of transmission lines:** To strengthen grid reliability across our service area, UI is replacing nearly 7 miles of transmission lines from Derby and Ansonia to New Haven and Milford. The project is modernizing infrastructure that dates back to the 1920s, reducing outage risk in an area of high energy demand.

## 2025 Reliability, Resiliency and Capacity Upgrades

	CNG	SCG	UI
Utility poles replaced			1,713
Miles of tree wire installed			5
Miles of leak-prone natural gas main replaced	18	38	
Investment in leak-prone natural gas pipeline replacement	\$28M	\$55M	



# Providing Safe, Reliable and Affordable Natural Gas Service

We are committed to our public service obligation to provide natural gas, which is an integral part of our energy system as the need for energy grows. In 2025, investments in our natural gas system included:

## Upgrading an aging natural gas system

**at Holmes Elementary School:** Built in 1956, the **Holmes Elementary School** in New Britain, Connecticut, needed significant upgrades. In 2025, we began work to replace cast iron pipes with material less prone to leaks, to build a system better able to handle energy demand, reduce emissions and increase safety.

## Recognition for natural gas safety

**programs:** CNG and Berkshire Gas were both recognized in 2025 for leadership in natural gas safety, infrastructure modernization and damage prevention. CNG was honored by the **American Gas Association** for best practices in damage prevention, and Berkshire Gas received strong validation from the **Massachusetts Department of Public Utilities Pipeline Safety Division** for its Gas System Enhancement Plan, with regulators noting its approach should serve as a model for other utilities across Massachusetts.





# Contributing to Economic Growth, Workforce Development and Healthy Communities

We are proud to contribute to the economic growth of our communities by helping small businesses create big impacts, developing and growing our workforce, and supporting people in need.

## Growing Local Businesses

In 2025, our companies continued to contribute to the economic growth of Connecticut in various ways, including:

### Partnering with Energize CT to promote energy efficiency for small businesses:

In January, UI and SCG launched a three-week “Main Street” campaign in West Haven, Connecticut, to encourage participation in the **Energize CT Small Business Energy Advantage** program, which is supported by Connecticut utilities’ energy efficiency teams. The program provides no-cost energy assessments and offers financing and incentives for energy efficiency upgrades.



Hear how the Energize CT Small Business Energy Advantage Program helped Brewport Brewing Company save energy and money.

“West Haven is proud of its small businesses, and I’m glad that UI is providing them with access to energy efficiency upgrades that will save them money.”

Dorinda Borer / West Haven Mayor

### Funding to support economic development:

We announced a \$25,000 grant in June to the Connecticut Main Street Center to support downtown revitalization projects. Member communities can apply for funding to support initiatives such as lighting upgrades and other projects that strengthen local economies.

“We’re excited to partner on this new resource for our downtowns, especially as funding for these types of projects can be scarce.”

Michelle McCabe / Executive Director, Connecticut Main Street Center



## Developing Future Energy Leaders

Throughout 2025, we created meaningful opportunities for a broad spectrum of current and future members of our workforce, including:

### Trade Internship Programs for high school students:

With the unions that represent their front-line workers, UI and SCG continued their successful **Trade Internship Program** for the third year. These hands-on internships introduce high school and community college students to the skills they need to pursue union careers in the energy and utility sector.

“Programs like this weren’t available when I was starting out. It’s a privilege to support these interns as they step into a field that’s vital, respected and full of potential.”

Moses Rams / Chief Line Crew Leader at UI, and President of UWUA Local 470-1



## Engaging Our Communities

**Convening Connecticut's first Energy Resiliency Summit:** In June, our **Connecticut Resiliency Summit** brought together more than 120 stakeholders to advance a shared focus on strengthening Connecticut's energy resilience. Participants strengthened local relationships and engaged in valuable discussions on the importance of measurable resilience strategies, cross-sector collaboration and workforce development.

**Funding energy efficiency upgrades for 78 nonprofits:** We provided nearly **\$450,000** to more than 70 nonprofits through Connecticut's **Neighborhood Assistance Act Tax Credit Program**. These funds supported energy efficiency projects for organizations across Connecticut, helping them reduce facility costs with weatherization and efficiency upgrades. Recipients included Habitat for Humanity of New Haven and numerous other organizations engaged in critical work in our communities.

**Hosting local stakeholders at our annual Utility Expo:** In October, we hosted our annual Utility Expo on-site in Orange, Connecticut, where municipal leaders and community stakeholders got a hands-on look at operations, infrastructure and other areas across our electric and gas services. With more than 50 attendees, the event reinforced our commitment to collaboration, innovation and strengthening the power systems that support Connecticut.

2025 Economic and Community Impact in Connecticut			
	CNG	SCG	UI
Spend with in-state suppliers	\$35M	\$47M	\$78M
Equal opportunity supplier spend	\$11M	\$17M	\$4M
In-state taxes and fees paid	\$38M	\$46M	\$135M
Jobs supported by Avangrid in CT	11,010		
Nonprofits supported	29	21	54
Community support	\$148,571	\$174,631	\$478,296
Avangrid volunteer hours in CT	10,012		



Hear from nonprofits about how the Neighborhood Assistance Act Tax Credit Program helps them help their communities.



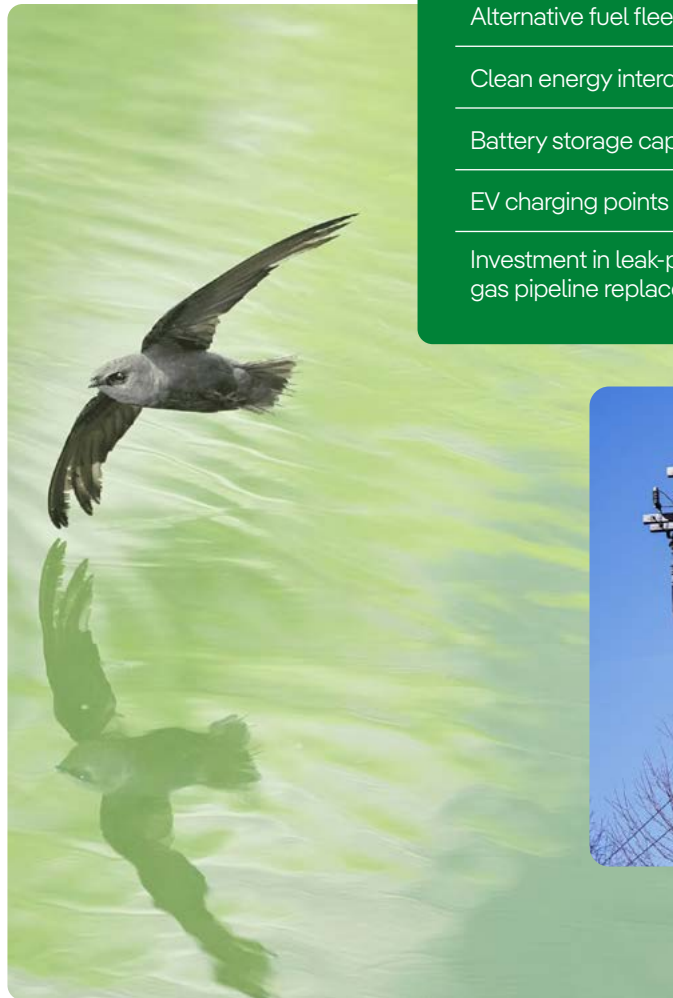
# Advancing Conservation and Responsible Resource Management

The well-being of our communities and the operations of our business are both tied to the health of natural resources. In 2025, our work protecting these vital resources included:

**Identifying and replacing sections of aging natural gas pipeline:** Responsible replacement of leak-prone natural gas pipeline not only helps make our system safer, it also helps mitigate the release of stray or fugitive methane emissions.

**Supporting the work of the Sharon Audubon Center:** We continued our partnership with Connecticut's Sharon Audubon Center with grant funding from the Avangrid Foundation, an independent 501(c)(3) organization and the philanthropic arm of Avangrid. The grant will be used to support the center's Chimney Swift Rehabilitation program.

**Protecting osprey habitat and preventing power outages:** Birds are important neighbors to our power lines. We continued protecting our infrastructure from outages and local osprey from harm by maintaining safe nesting platforms atop our electric utility poles, where osprey like to nest.



## 2025 Environment and Energy Impact in Connecticut

	CNG	SCG	UI
Customer energy savings from efficiency programs	116,430 MMBtu	110,574 MMBtu	22,809 MWh
Alternative fuel fleet vehicles	28%	33%	37%
Clean energy interconnections			3,009
Battery storage capacity			1 MWh
EV charging points			270
Investment in leak-prone natural gas pipeline replacement	\$28M	\$55M	





# The Berkshire Gas Company



**“At Berkshire Gas, we are committed to providing safe, reliable and affordable natural gas to our customers. We work with our customers to help them increase energy efficiency and reduce costs. We partner with our communities through volunteerism and giving. In 2025, we were recognized for our commitment to safety, with feedback from the Massachusetts Department of Public Utilities that our Gas System Enhancement Plan was a model for others. I commend our teams and look forward to continuing to serve our customers.”**

**Charlotte Ancel** / President and COO –  
The Berkshire Gas Company

## The Berkshire Gas Company

**1,258**  
miles of natural gas distribution lines

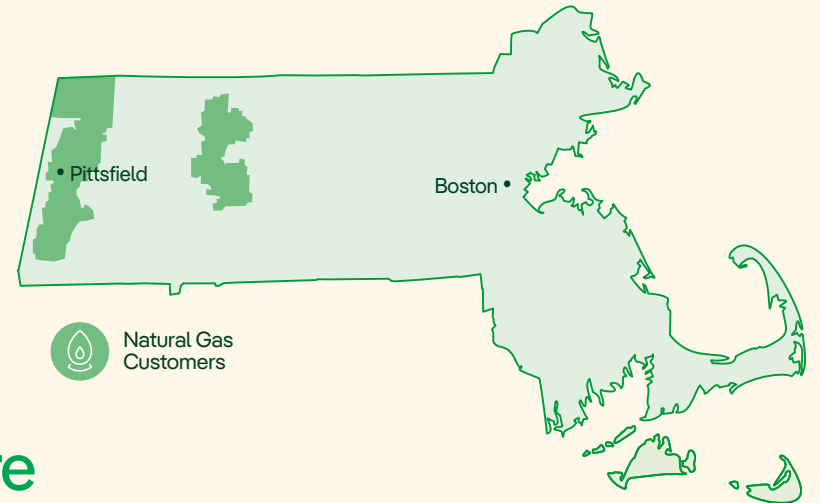
**190,000**  
population served

**131**  
employees

**40,727**  
natural gas customers

**20**  
communities served

**\$400M**  
assets



An Avangrid company



# 2025 Impact At A Glance - Berkshire Gas

**\$19M**

investment in leak-prone natural gas pipeline replacement

**957**

hours of volunteering

**\$9M**

in-state taxes and fees paid



**9%**

alternative fuel fleet vehicles

**19%**

customers supported by low-income programs

**100%**

renewable electricity in corporate buildings

**\$2.6M**

financial support to customers

**19,223 MMBtu**

customer energy savings from efficiency programs

**\$23M**

spend with in-state suppliers

**\$43,315**

community support

**515**

jobs supported

**93.3%**

customer satisfaction score





# Supporting Our Customers

We have been proudly serving the needs of our customers for decades. In 2025, our efforts included:

**Maintaining affordability:** In February, we announced we would reduce residential customer gas bills by **13.1%** for heating customers and **10%** for non-heating customers during March and April, following a directive from the Massachusetts Department of Public Utilities aimed at providing relief amid high winter energy costs. We also announced plans to expand budget billing and other assistance programs to help customers manage costs.

**Meeting and exceeding customer expectations:** Our customer care team continued to build on their track record of customer satisfaction, **responding to more than 90% of customer calls in 20 seconds or less.** Team members attribute their success to the team's professionalism, knowledge and willingness to help.

**Responding to a customer's emergency:** When Berkshire Gas customer and local musician Royal Hartigan smelled gas in his Pittsfield home, **Berkshire Gas Service Technician** Colin Haas was first on the scene. Haas quickly noticed a strong smell of gas outside and instructed Hartigan to immediately evacuate. Our employees then worked with the **Pittsfield Fire Department** to cut off the gas line, dispel gas from inside the home and monitor gas levels before deeming the house safe for reentry.

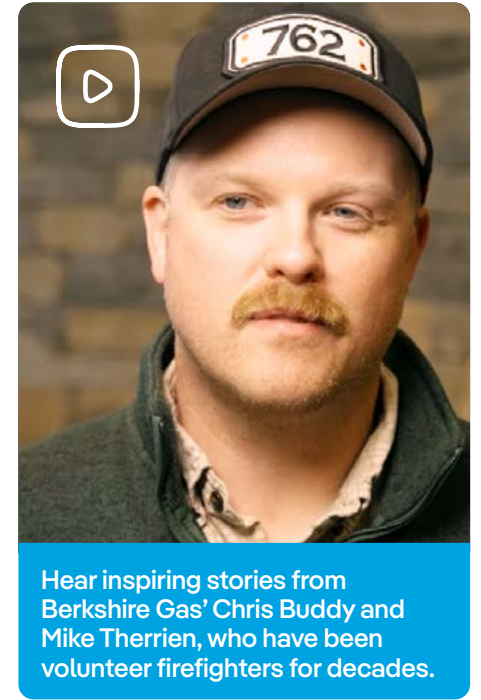
“They told me it is simply their job, but in my eyes it’s far more than that. They serve because they care for and contribute to our community.”  
Royal Hartigan / Pittsfield, Massachusetts

“Because we are local, customers feel that we can relate to their concerns. I think the entire team here are extremely accommodating to our customers.”  
Kelly Holmes / Billing Supervisor Customer Care, Berkshire Gas

**44**  
net promoter score

Our net promoter score rose to 44 this year – well above the industry average of 12. The score is derived from asking customers, on a scale from 0 to 10, how likely they are to recommend a company to a friend or colleague. Our increased score was driven by positive feedback from customers benefiting from payment assistance programs and digital enhancements, such as an upgraded mobile app and AI-powered customer support tools.





## Engaging Our Communities

**New Trade Internship Program:** In 2025, we launched our first **Trade Internship Program**, which offers high school seniors hands-on experience in high-demand, well-paying careers in the energy sector.

**A Tradition of volunteer firefighting:** On **National First Responders Day**, we celebrated first responders across our communities, including generations of employees who serve as volunteer firefighters. These brave team members are committed to protecting the safety of our communities, often answering the call during holidays, on weekends and late at night.

**Addressing food insecurity across our communities:** To help families struggling to put food on the table, Berkshire Gas collected **200** non-perishable food items for the **Berkshire Community Action Council**. The total Avangrid-wide food drive across Connecticut, New York, Maine and Oregon saw more than 10,000 food items donated to 20 food pantries.

### Investing in Resiliency, Reliability and Responsible Emissions Reductions

Natural gas is an integral part of our energy system, and we are committed to continue meeting our customers' needs while delivering responsible reductions in emissions over time. Examples of how we brought this commitment to life in 2025 included:

**Identifying and replacing sections of aging natural gas pipeline:** Responsible replacement of leak-prone natural gas pipeline not only helps make our system safer, it also helps mitigate the release of stray or fugitive methane emissions.

### Earning recognition for our industry-leading gas system enhancement plan:

In September, we earned recognition from the Massachusetts Department of Public Utilities' Pipeline Safety Division for our Gas System Enhancement Plan. Our plan's effectiveness in modernizing aging pipeline infrastructure was noted as a potential model for other utilities.

Hear inspiring stories from Berkshire Gas' Chris Buddy and Mike Therrien, who have been volunteer firefighters for decades.



# Definitions

**Battery Storage Capacity:** At United Illuminating, data is reported on a mid-year cycle, so the United Illuminating figures included in the total are partial-year indicators rather than a full-year total.

**Charitable Giving:** Combined total of contributions by the applicable Avangrid company and the Avangrid Foundation that have benefited nonprofits or had a charitable cause. Charitable giving is shareholder-funded.

**Clean Energy Interconnections:** Total number and installed capacity of clean generation interconnected to distribution within the networks business (often referred to as distributed energy resources or “DER”). Includes wind, solar, hydro and storage projects under 10 MW in ME, 5 MW in NY, and 2 MW in CT. Excludes Avangrid Power business assets.

**Community Support:** Combined total of charitable giving and certain local economic development support, such as Chamber of Commerce and local business coalition engagement, sponsorships, and similar, by the applicable Avangrid company and the Avangrid Foundation.

**Energy Efficiency Programs Participation:** Count of customers who participate in at least one energy efficiency program, incentive or offering. Customers participating in multiple programs may be counted multiple times, depending on alignment with applicable state or regulatory reporting methodology.

**Energy Efficiency Savings:** In cases where electricity and natural gas are combined into totals, MWh is converted to MMBtu for comparability. Calculation of the equivalent annual household energy use is based on the most recently available household total site consumption according to the Energy Information Administration’s RECS Dashboard.

**Energy Efficiency Savings (USD):** Estimated savings based on conservative application of lowest annual supply rates to total MWh’s saved by NYSEG and RG&E electric and gas commercial and residential customers.

**Financial Support to Customers:** Dollar value spent on low-income programs. Includes state and company specific programs at each networks operating company. Excludes Home Energy Assistance Program spend due to HEAP being federally funded and available for customers to apply to any eligible utility bill. Also excludes payment plan arrangements.

**Jobs Supported:** Estimate including direct, indirect and induced impacts of Avangrid’s operations on U.S. employment. Based on Bureau of Labor Statistics data and job factor computations applied to the total number of Avangrid employees based in the applicable state. Avangrid Power operates nationwide so their figure includes all U.S. states.

**Nonprofits Supported:** Total 501(c)(3) nonprofits that received community support.

**Taxes and Fees:** Combined total of taxes and any applicable regulatory assessment fees, broken out by the applicable Avangrid company in the applicable state as noted on each Impact graphic. Avangrid Power operates nationwide, so their figure includes all U.S. states.



Part of the Avangrid family

Visit our websites or connect with us:

Berkshire Gas: [berkshiregas.com](http://berkshiregas.com)   

CNG: [cngcorp.com](http://cngcorp.com)   

SCG: [soconngas.com](http://soconngas.com)   

UI: [uinet.com](http://uinet.com)    