



## NEWS RELEASE

FOR IMMEDIATE RELEASE

### **NYSEG and RG&E Preparing for High Winds and Rain**

*Forecasted weather could cause service disruptions*

**BINGHAMTON, NY — April 12, 2020, 5:00 p.m. EST —** NYSEG and RG&E, AVANGRID companies, are preparing for the potential of high winds associated with incoming storms expected to impact their service areas on Monday. As a result, customers may experience service disruptions. The storm is expected to impact the entire NYSEG and RG&E footprint, which includes the Western New York, Rochester, Southern Tier, North Country, Capital Region, Hudson Valley and Westchester regions.

Current forecast calls for high winds to begin Monday and continue in some areas through early Tuesday morning. During that time, areas in the western part of the state may experience isolated wind gusts of 60-75 mph, while areas in the central and eastern parts of the state may experience gusts of 50-60 mph with higher gusts possibly occurring during thundershowers. The companies urge customers to monitor forecasts and prepare for the possibility of service interruptions.

In anticipation of the weather the companies' storm readiness teams have been monitoring weather forecasts, planning, readying and staging crews and equipment. Currently, nearly 1,000 company and contractor line and tree resources are on-site and ready to respond should outages occur. Given the ongoing COVID-19 challenge, the companies reaffirmed that crews are continuing to follow CDC recommendations, including social distancing and hygiene related best practices. Recognizing the NY PAUSE has many residents sheltered at home, for everyone's safety we ask customers to observe a six-foot social distance if they must be near our workers and always remain outside the work zone. Allowing our crews to remain uninterrupted and focused on our work enables us to determine damage and make repairs more quickly. The companies are also coordinating preparations with state and local emergency management officials.

The companies will provide updates throughout the event to the general public on their website and social media channels (Facebook and Twitter) and also remind customers of the following safety tips to prepare for the storm and stay safe if power outages do occur.

**Before a storm strikes:**

- You can use our new mobile app to report and check the status of outages. To download the application, customers should search “AVANGRID” in the Apple or Android app stores and select “NYSEG” or “RG&E”. The application is free to download.
- Sign up for Outage Alerts to receive updates automatically by phone, text, or e-mail as the company updates the status of the restoration process in their area. Customers can sign up for outage alerts by visiting [here for NYSEG](#) and [here for RG&E](#).
- Keep battery-operated flashlights and radios on hand, along with supplies of drinking water and non-perishable foods.
- Make sure that smart phones, tablets and other mobile devices are fully charged.
- Fill your car's fuel tank.

**Stay Away From Downed Wires:**

- Stay at least 30 feet from a downed power line.
- If a downed wire comes in contact with your vehicle, stay inside and wait for help. If you must get out because of fire or other danger, jump clear of the vehicle to avoid any contact with the vehicle and the ground at the same time. Land with your feet together and hop with feet together or shuffle away; don't run or stride.
- **NYSEG customers should call 1.800.572.1131 and RGE customers should call 1.800.743.1701** to report downed power lines or other hazardous situations.

**During a Power Interruption**

- Contact neighbors to see if their power is off. A loss of power may be the result of a blown fuse or a tripped circuit breaker.
- To report a power interruption, contact **NYSEG at 1.800.572.1131 or RG&E at 1.800.743.1701**.
- Keep refrigerators and freezers closed as much as possible. Most food will last 24 hours if you minimize the opening of refrigerator and freezer doors.

**Power Restoration Priorities:**

The companies' first priorities are to respond to reports of downed power lines to keep the public safe. **NYSEG customers are asked to call 1.800.572.1131 and RG&E customers are asked to call at 1.800.743.1701** to report downed wires. Once this vital public safety work is complete, the company will:

- Assess the damage to the electricity delivery system.
- Develop a detailed restoration plan.
- Make repairs as quickly as possible.

For additional information, including storm preparation tips, storm safety information, generator safety information, restoration priorities and emergency resources, visit Outage Central at NYSEG.com or RGE.com and on the company's social media pages:

- Facebook: @NYSEandG
- Twitter: @NYSEandG
- Facebook: @RochGandE
- Twitter: @RGandE

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**About NYSEG:** New York State Electric & Gas Corporation (NYSEG) is a subsidiary of AVANGRID, Inc. Established in 1852, NYSEG operates approximately 35,000 miles of electric distribution lines and 4,500 miles of electric transmission lines across more than 40% of upstate 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](http://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](http://www.rge.com).

**About AVANGRID:** AVANGRID, Inc. (NYSE: AGR) is a leading, sustainable energy company with approximately \$34 billion in assets and operations in 24 U.S. states. With headquarters in Orange, Connecticut, AVANGRID has two primary lines of business: Avangrid Networks and Avangrid Renewables. Avangrid Networks owns eight electric and natural gas utilities, serving more than 3.3 million customers in New York and New England. Avangrid Renewables owns and operates a portfolio of renewable energy generation facilities across the United States. AVANGRID employs approximately 6,600 people. AVANGRID supports the U.N.'s Sustainable Development Goals and was named among the World's Most Ethical Companies in 2019 and 2020 by the Ethisphere Institute. For more information, visit [www.avangrid.com](http://www.avangrid.com).



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