

NYSEG and RG&E Preparing for Winter Storm

The Companies' keeping crews in place, ready to respond in the event of service disruptions

Storm is expected to bring strong winds and heavy snow, with the potential to impact all service areas

BINGHAMTON, N.Y. — January 12, 2024 — New York State Electric & Gas (NYSEG) and Rochester Gas and Electric (RG&E) are preparing for a winter storm expected to bring damaging winds and heavy snow Saturday into Sunday. The storm system has the potential to impact all of NYSEG and RG&E's service divisions, which includes Western New York, Rochester, Finger Lakes, Southern Tier, North Country, Capital Region, Hudson Valley, and Westchester regions. As a result of this forecast and the previous storm, the Companies are leaving resources in place, in the event there are disruptions to service. NYSEG and RG&E have 3,800 lineworkers and 998 tree crew personnel staged across its service areas throughout the state.

Current forecasts call for wind gusts potentially reaching 55 to 70 mph in some areas, along with lake effect snow. The impact has the potential to bring down trees and limbs, causing damage to overhead power lines and other electrical equipment. The companies urge customers to monitor local forecasts and prepare for the possibility of service interruptions.

The companies' storm readiness teams have been monitoring weather forecasts, planning, readying crews and equipment, mobilizing employees for storm duty, ready to help restore service should outages occur. NYSEG and RG&E crews worked continuously to restore power to customers following the storm earlier this week and remain ready to respond this weekend.

Company Preparations

Readying Crews

In preparation for the event, the company has pre-staged additional tree crews and line personnel across the state to assist with restoration efforts if needed. Company and contractor crews will be onsite and prepared to facilitate an effective and efficient response should outages occur.

Equipment Summary

The line and tree crews will be prepared to respond to any snow, ice, or wind related issues with bucket trucks, auger trucks, woodchippers, dump trucks, and backhoes.

How to Stay Up to Date

NYSEG and RG&E will provide updates throughout the event to the general public on their website and social media channels (Facebook and X). Customers should also sign up for email alerts and download the NYSEG or RG&E mobile app to get the most up-to-date information.

Safety Tips

The companies also offer customers the following reminders to prepare for the storm and stay safe if power outages do occur.

Before a storm strikes:

- You can use our mobile apps 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 email as the companies update 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 RG&E 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
- 'X': @NYSEandG
- Facebook: @RochGandE
- 'X': @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.

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 \$41 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 more than 7,500 people and has been recognized by JUST Capital in 2021, 2022 and 2023 as one of the JUST 100 companies – a ranking of America's best corporate citizens. In 2023, Avangrid ranked first within the utility sector for its commitment to the environment. The company supports the U.N.'s Sustainable Development Goals and was named among the World's Most Ethical Companies in 2023 for the fifth 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.



Media Contact:

Alexis Arnold

Alexis.arnold@avangrid.com

585.953.3159