



FOR IMMEDIATE RELEASE

NYSEG Responding After Strong Winds and Heavy Rain Cause Power Outages

Crews will work overnight to clear downed wires and trees and make safe work sites

BINGHAMTON, New York — October 7, 2020, 10:00 p.m. — NYSEG is responding after strong winds and heavy rain disrupted service to thousands of customers. Currently, approximately 22,300 customers are without power. The hardest hit areas include the company's Auburn, Liberty, Mechanicville, and Oneonta divisions which include Cayuga, Onondaga, Broome, Chenango, Delaware, Greene, Herkimer, Lewis, Madison, Oneida, Otsego, Schoharie, Ulster, Washington, Saratoga, Rensselaer, Columbia, Sullivan, Delaware, and Orange counties.

Strong winds, with gusts reaching 60 mph, thunderstorms and torrential rain moved across the state today. As a result of the severe weather, the company experienced damage to the electric system causing thousands of outages.

Crews are currently responding to make safe down wires, working with local municipalities to clear fallen debris from the roads and performing restoration work along the way as safely and quickly as possible. Prior to the storm, the company's storm response team actively monitored weather forecasts, and prepared crews and equipment. Pre-staged crews have been deployed to the most significantly impacted portions of the state to support the response effort.

Recognizing that many residents are currently home due to the ongoing COVID-19 situation, for everyone's safety, the company asks customers to observe a six-foot social distance if they must be near workers and always remain outside the work zone. Allowing crews to remain uninterrupted and focused on their work enables workers to determine damage and make repairs more quickly.

NYSEG will continue to provide updates throughout the event to the general public on the company's website and social media channels (Facebook and Twitter). The company also offers customers the following reminders to prepare for the storm and stay safe if power outages do occur.

Outage Information:

- 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](#).

- Customers can use the new NYSEG 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." The application is free to download.

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** 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**.
- 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 company's first priority is to respond to reports of downed power lines to keep the public safe. **NYSEG customers are asked to call 1.800.572.1131** 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 and on the company's social media pages:

- Facebook: @NYSEandG
- Twitter: @NYSEandG

#

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 AVANGRID: AVANGRID, Inc. (NYSE: AGR) is a leading, sustainable energy company with approximately \$35 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.



Learn about the Iberdrola Group's global pandemic response at its [COVID-19 Hub](#).

Media Contacts:

- **Ridge Harris**
Ridge.Harris@avangrid.com
518-502-4550