

Fwd: January Storm Preparation Press Release

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Jan 24, 2017 9:53 AM

Posted in group: **town-of-Ulysses**

Hello Ulysses and Trumansburg Residents. I'm forwarding the following press release we just received from NYSEG about how to report a power outage.

Glad there wasn't a lot of wind with this storm, or I think we'd see a lot more outages.

Stay safe.

-Liz

FOR IMMEDIATE RELEASE

Stay away from downed power lines. Even lines that appear dead can be deadly. NYSEG customers should call 1.800.572.1131 to report downed power lines or other hazardous situations; RG&E customers should call 1.800.743.1701.

RG&E and NYSEG Prepared for Potential Storm

Company Encourages Customers to Closely Monitor the Forecast and Stay Safe

ROCHESTER, NY—January 23, 2017— NYSEG and RG&E, subsidiaries of AVANGRID (NYSE: AGR), are monitoring weather forecasts and have mobilized storm readiness teams in advance of a potential winter storm forecasted for New York State.

NYSEG's and RG&E's storm readiness teams have prepared crews and equipment to ensure that adequate resources are in place to restore any downed power lines and power interruptions in communities served by NYSEG and RG&E.

"We are always prepared to respond to power interruptions, but in a case like this our line crews, support personnel and call center are on heightened alert," said Mark S. Lynch, president and CEO of NYSEG and RG&E.

NYSEG and RG&E encourage customers to sign up for Outage Alerts to receive updates throughout the day automatically by phone, text, or e-mail as the company updates the status of the restoration process in their area. Customers can sign up by visiting the NYSEG website at <http://www.nyseg.com/YourAccount/AboutAlerts.html>.

Customers can get the latest outage counts; outage locations by county, municipality and streets/roads; and estimated restoration times (as they are available) online:

<http://www.nyseg.com/Outages/outageinformation.html> or
<http://www.rge.com/Outages/outageinformation.html>

Power Restoration Priorities

NYSEG's and RG&E's first priorities are to respond to known incidents of downed power lines to make the situations safe. (NYSEG customers are asked to call 1.800.572.1131 to report downed wires. RGE customers are asked to call 1.800.743.1701) 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.

Restoring Power Following Major Storms

We first repair the backbone of the electricity system – transmission lines and substations – that bring electricity to the local distribution system that serves our customers. We then make any necessary repairs to the distribution system that includes the poles and power lines along streets and roads, focusing first on those circuits where we can restore power to the largest number of customers. As part of this process, we take into account the needs of hospitals, nursing homes, fire and police stations, as well as any other critical infrastructure. This is a time-proven process that ensures we safely restore service as quickly and efficiently as possible.

NYSEG and RG&E offers the following reminders:

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. Our telephone systems let callers report the problem, help our crews respond quickly and efficiently, and provide customers with power interruption updates. Because many people may be trying to reach us during a power interruption, phone lines may be busy. Anyone who has access to a working computer or mobile device during a power interruption can also report the interruption online at nyseg.com or rge.com.
- Listen to a battery-powered radio for weather and power restoration updates.
- Turn off major appliances (electric water heaters, refrigerators and freezers) and sensitive electronic equipment (TVs, VCRs, DVD players, computers, audio equipment) to prevent overloading and possible damage when power is restored. Turning off this equipment may mean unplugging it, turning off a circuit breaker or removing a fuse for the circuit that provides power to this equipment. Leave one light switch "on" to know when power has been restored.
- Don't use a natural gas or propane range to heat your home.

- Never use outdoor grills or stoves inside.
- 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.

After Power Is Restored

- If a basement or home was flooded, customers should have an electrician check the home and have a plumbing and heating contractor check natural gas appliances before contacting NYSEG or RG&E to have services turned on.
- Turn on appliances and sensitive electronic equipment one at a time to avoid overloading circuits.
- Replenish emergency supplies used during the storm.
- Additional storm safety information is available at nyseg.com or rge.com (click on “Outage Central” and then on “Storm Safety”).

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About AVANGRID: AVANGRID, Inc. (NYSE: AGR) is a diversified energy and utility company with more than \$30 billion in assets and operations in 25 states. The company operates regulated utilities and electricity generation through two primary lines of business. Avangrid Networks includes eight electric and natural gas utilities, serving 3.1 million customers in New York and New England. Avangrid Renewables operates 6.3 gigawatts of electricity capacity, primarily through wind power, in states across the United States. AVANGRID employs 7,000 people. The company was formed by a merger between Iberdrola USA and UIL Holdings Corporation in 2015. IBERDROLA S.A. (Madrid: IBE), a worldwide leader in the energy industry, owns 81.5% of AVANGRID. For more information, visit www.avangrid.com.



About NYSEG and RG&E: NYSEG and RG&E are subsidiaries of AVANGRID, Inc. (NYSE: AGR). NYSEG serves 886,000 electricity customers and 265,000 natural gas customers across more than 40% of upstate New York. RG&E serves 375,000 electricity customers and 311,000 natural gas customers in a nine-county region centered on the City of Rochester. For more information, visit www.nyseg.com and www.rge.com.

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