

# Tips for a Wind Storm

Tips for a Windstorm From RG&E and NYSEG

- Stay away from downed power lines
- Even lines that appear dead can be dangerous.

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.

NYSEG and RG&E Prepared for Wind Storm

Company encourages customers to monitor forecasts and stay safe

ROCHESTER, NY—April 4,2017— NYSEG and RG&E, subsidiaries of AVANGRID (NYSE: AGR), are closely monitoring weather forecasts in advance of a wind storm due to sweep across the state later today. NYSEG and RG&E storm readiness teams have prepared crews and equipment, and the companies have secured additional contractors to ensure that resources are in place to respond to any downed power lines and power interruptions today and through the evening.

The companies are also asking customers to be aware of any weakened trees caused by significant winds during prior storms. Weakened tree limbs and branches have the potential to fall onto power lines and can cause power outages.

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. This information is also available online at <http://www.nyseg.com/YourAccount/AboutAlerts.html> or <http://www.rge.com/YourAccount/AboutAlerts.html>

Power Restoration Priorities NYSEG's and RG&E's 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 to report downed wires.

RG&E 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.

NYSEG and RG&E offer the following reminders:

Stay Away From Downed Wires

- Stay at least 20 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

☐ RG&E customers should call 1.800.743.1701.

#### Safety Before a Storm

☐ If you leave your home during the outage, double-check to make sure all heat-producing appliances, such as stoves, clothes dryers, irons, curling irons, televisions, DVD players, and computers are unplugged. This will minimize the danger of fire if power is restored while you are away.

#### 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.

☐ 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.

#### Safety After a Storm

☐ Stay out of flooded or damp basements or other areas if water is in contact with outlets, a furnace or any electrically operated appliance that is energized. The water or moisture may conduct electricity. Contact may cause serious or fatal injury.

☐ You may have a lot of tree debris in your yard following a storm. Wait until power line repairs are complete before you begin your storm cleanup.

☐ 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](http://nyseg.com) or [rge.com](http://rge.com) (click on "Outage Central" and then on "Storm Safety").