



FOR IMMEDIATE RELEASE

NYSEG REMINDS CUSTOMERS ABOUT FLOOD SAFETY

Company prepares for heavy rain from remnants of Tropical Storm Ida

BINGHAMTON, NY — September 1, 2021, 9:00 a.m. — New York State Electric & Gas (NYSEG) is reminding customers about flood safety as the remnants of Tropical Storm Ida are expected to impact portions of the company's service areas today and Thursday. The storm is expected to impact the company's Brewster, Liberty, Mechanicville and Oneonta divisions, which includes areas of Broome, Chenango, Columbia, Delaware, Dutchess, Greene, Herkimer, Lewis, Madison, Oneida, Orange, Otsego, Putnam, Rensselaer, Saratoga, Schoharie, Sullivan, Ulster, Washington and Westchester counties.

The storm will bring heavy rain and strong winds to the region. As a result, customers may experience service disruptions. In preparation for the event, NYSEG is readying crews to assist with potential restoration efforts. Crews are being pre-staged in advance of the storm and the company has acquired additional contract line and tree resources to help restore service should outages occur.

NYSEG encourages customers in flood-prone areas to consider how their electricity and natural gas services could be affected by high water. By taking appropriate actions, customers affected by flooding can ensure their safety and lessen potential property damage. The company offers customers the following safety reminders:

- If flooding of a home or business has already occurred or is about to occur, customers should call 1.800.572.1131 to have electricity turned off; 1.800.572.1121 to have natural gas service turned off.
- Stay out of flooded basements. Energized wiring or outlets below the water line may pose a hazard; natural gas service in a flooded basement may also pose a danger.
- To have electricity service restored once flood waters have receded, customers should contact NYSEG (or their electric utility if it is not NYSEG) to discuss specific circumstances; a safety inspection by a certified electrical inspector may be

necessary before service can be restored. Someone must be present for service to be turned on, the basement must be free of water and the electrical panel must be clean and free of debris. Customers and contractors should never attempt to turn on electricity service.

- To have natural gas service restored once flood waters have receded: If the natural gas meter and/or regulator were under water, customers must first contact NYSEG (or their natural gas company if it is not NYSEG). If any natural gas equipment (furnace, boiler, water heater, etc.) has been under water, they need to contact a plumbing and heating contractor to have the equipment checked. Customers can then contact their natural gas company to have service restored. Customers and contractors should never attempt to turn on natural gas service.

How to Stay Up to Date

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

Safety Tips

The company also offers customers the additional reminders to prepare for the storm and stay safe if power outages do occur.

- If you smell natural gas, get up, get out and call your natural gas company from another location. Do not light matches, use any electrical appliances, turn lights on or off, or use the phone at the location of the suspected leak – any of these actions could provide a source of ignition for any natural gas that is present.
- Stay away from downed power lines. Even lines that appear “dead” can be deadly.

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

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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 AVANGRID: AVANGRID, Inc. (NYSE: AGR) aspires to be the leading sustainable energy company in the United States. Headquartered in Orange, CT with approximately \$39 billion in assets and operations in 24 U.S. states, AVANGRID has two primary lines of business: Avangrid Networks and Avangrid Renewables. Avangrid Networks owns and operates 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 7,000 people and has been recognized by Forbes and Just Capital as one of the 2021 JUST 100 companies – a list of America’s best corporate citizens – and was ranked number one within the utility sector for its commitment to the environment and the communities it serves. The company supports the U.N.’s Sustainable Development Goals and was named among the World’s Most Ethical Companies in 2021 for the third consecutive year by the Ethisphere Institute. For more information, visit www.avangrid.com.



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