



FOR IMMEDIATE RELEASE

NYSEG Continues to Expand Response Effort, Releases Daily Work Plan

Company expects to triple field resources, covering all remaining incidents

BINGHAMTON, New York — August 28, 2020, 6:30 a.m. — NYSEG, a subsidiary of AVANGRID Inc., is responding after severe thunderstorms and strong wind gusts disrupted service to customers across the state on Thursday. Currently, approximately 2,169 customers impacted are without power in the company's Brewster division, which includes Dutchess, Putnam and Westchester counties. Crews continued to work throughout the overnight period to make safe downed wires, clear roads of fallen trees and debris and make restorations along the way.

Field Resources

While the company pre-staged a number of crews in the southeast portion of the state in anticipation of storms, the company worked throughout the night to shift additional resources from areas less impacted into the region. As a result, the company has nearly tripled the number of field resources involved in today's response, with more than 220 personnel expected. Additional personnel will continue to be onboarded until restorations are complete.

Work Plan and Estimated Times of Restoration (ETRs)

During the early part of Friday, crews will continue to build on the work completed overnight to make downed wires safe, clear roads of fallen trees and other debris, and make restorations. The company will also utilize the daylight hours to better assess the extent of the damage. As a result, the company plans to issue a global ETR, or the time when they expect to restore 95% of impacted customers, by early afternoon. The company expects to make significant progress throughout the day, particularly in Dutchess and Westchester counties, which currently account for roughly 90% of the customers without power in the division. The company continues to be in close contact with local municipalities and

continues to closely coordinate its response effort with state and local emergency management officials.

Initial Damage Assessments

Preliminary damage assessments indicate roughly 12 broken poles and 70 downed wires have occurred as a result of yesterday's thunderstorms and winds. However, further assessments will be conducted during daylight hours.

COVID-19

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 and safely.

NYSEG will continue to provide updates throughout the event to the general public on the company's 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

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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) 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](#).

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