



FOR IMMEDIATE RELEASE

NYSEG Restoration Almost Complete

All remaining incidents covered

BINGHAMTON, New York — August 28, 2020, 5:00 p.m. — NYSEG, a subsidiary of AVANGRID Inc., announced that they have made significant progress today in their effort to restore customers impacted by yesterday's severe weather. Currently, approximately 450 customers impacted are without power in the company's Brewster division, which includes Dutchess, Putnam and Westchester counties. Given the expanded response effort the company has built, restoration times continue to be refined and the company expects most customers to be restored tonight. The company acknowledges how difficult it is for customers that are still without power and we are doing everything we can to get their power back on as quickly as possible.

As NYSEG continues to make restorations the company cautioned that some customers may experience short interruptions (and outage counts will fluctuate) as crews may need to de-energize portions of the system to safely restore others. 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.

After Restoration:

NYSEG encourages any customer without power after restoration is complete to contact the company at 1.800.572.1131 to report the issue and allow crews to investigate. Once every customer is restored, the company will continue to fix remaining damage that occurred but did not affect customers or the reliability of service. That will then be followed by a full system sweep of all affected circuits to look for damage or issues that may have been missed but that could cause service disruptions in the future. The system will then be returned to normal conditions.

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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