



News Release

>> **NYSEG and RG&E urge customers to 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.

>> **Emergency generators can be dangerous.** Carefully read, understand and follow manufacturer's instructions when operating an emergency generator. Never run emergency generators indoors; operate them only outdoors in well-ventilated areas and away from windows and doors.

NYSEG and RG&E PREPARED FOR POSSIBLE POWER INTERRUPTIONS FROM WINTRY BLAST

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Companies Urge Customers to Be Prepared, Too

FOR IMMEDIATE RELEASE

Rochester, NY, December 8, 2009– NYSEG and RG&E are closely monitoring conditions that may produce the state's first major winter storm for 2009. Winds from this storm that are currently forecast to gust to 60 miles per hour in some locations may cause considerable damage to trees, and falling limbs and trees are a leading cause of power interruptions.

NYSEG and RG&E crews are on heightened alert to respond to any power interruptions as a result of this storm. The companies' customer relations centers are prepared, supplies are on hand and additional resources are available.

In addition to staying away from downed power lines and being extremely careful when operating emergency generators, NYSEG and RG&E remind customers to stay out of flooded basements because energized wiring or outlets below the water line may pose a hazard. Natural gas service in a flooded basement may also pose a danger. If a basement or home is in danger of flooding, customers should contact their utilities to turn off electricity and/or natural gas service.

>> **For electricity emergencies and to report power interruptions, NYSEG customers should call 1.800.572.1131; RG&E customers should call 1.800.743.1701.**

>> **For natural gas emergencies and to report suspected natural gas odors, NYSEG customers should call 1.800.572.1121; RG&E customers should call 1.800.743.1702.**

Here are some additional tips:

Before a storm strikes

- Anyone who uses life-sustaining equipment that operates on electricity should contact their utility right away (NYSEG: 1.800.572.1111; RG&E: 1.800.743.2110). We may enroll customers in one of our critical customer programs or provide specific advice on how to prepare for power interruptions.
- Keep flashlights, a battery-powered radio or TV and fresh batteries handy.

- Have at least one telephone that is not dependent on electricity. (Cordless phones won't work during a power interruption.)
- Keep a supply of non-perishable food and bottled water on hand.
- Make sure cell phone batteries are fully charged.

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.
- Contact NYSEG (1.800.572.1131) or RG&E (1.800.743.1701) to report a power interruption. Our telephone system lets callers report the problem, helps our crews respond quickly and efficiently, and provides 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 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, stereos) 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 your 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.