

A Memo from NYSEG:

>> To report electric emergencies and power interruptions: 1.800.572.1131

>> NYSEG urges customers to sign up for Outage Alerts at nyseg.com for updates on power outages at their homes and businesses.

>> NYSEG urges 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 conditions.

>> 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. Learn more about generator safety at nyseg.com.

>> To report natural gas emergencies or odors: 1.800.572.1121.

NYSEG encourages 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. Customers can sign up by visiting the NYSEG website at <http://www.nyseg.com/YourAccount/AboutAlerts.html>.

Customers can get the latest outage counts; outage locations by county, municipality and streets/roads; and estimated restoration times (as they are available) on the company's website: <http://www.nyseg.com/Outages/outageinformation.html>.

NYSEG Power Restoration Priorities NYSEG's first priority is responding to known incidents of downed power lines to make the situations safe. (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.

How We Go About Restoring Power Following Major Storms We first repair the backbone of the electricity system – transmission lines and substations – that bring electricity to the local distribution system that serves our customers. We then make any necessary repairs to the distribution system that includes the poles and power lines along streets and roads, focusing first on those circuits where we can restore power to the largest number of customers. As part of this process, we take into account the needs of hospitals, nursing homes, fire and police stations, as well as any other critical infrastructure. This is a time-proven process that ensures we safely restore service as quickly and efficiently as possible.

NYSEG offers the following reminders:

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. Our telephone systems let callers report the problem, help our crews respond quickly and efficiently, and provide 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 or mobile device during a power interruption can also report the interruption online at nyseg.com.
- Listen to a battery-powered radio for weather and power restoration updates.