

NYSEG and RG&E Prepared for Severe Weather

Thunderstorms and high winds to impact New York State on Tuesday

BINGHAMTON, N.Y. — April 29, 2025, 1:00 p.m. — New York State Electric & Gas (NYSEG) and Rochester Gas and Electric (RG&E) are prepared for severe weather that will bring thunderstorms, high winds, hail, and other hazardous weather to parts of New York on Tuesday.

Current forecasts call for a thunderstorm to develop Tuesday afternoon and continue through the evening hours ahead of and along a cold frontal passage. Conditions are favorable for stronger thunderstorms, especially for Western New York and Northern New York. The peak timing of the severe weather is expected between 3:00 p.m. and 8:00 p.m.

The company's storm readiness team has been monitoring weather forecasts, planning, readying crews and equipment, mobilizing employees for storm duty and have additional 390 contracted line workers and 558 additional tree personnel ready to help restore service should outages occur.

Company Preparations

Readying Crews

In preparation for the event, the company has additional line and tree personnel across the state to assist with restoration efforts if needed. Company and contractor crews will be onsite and prepared to facilitate an effective and efficient response should outages occur.

Equipment Summary

The line and tree crews will be prepared to respond to any weather-related issues with bucket trucks, auger trucks, wood chippers, dump trucks, and backhoes.

How to Stay Up to Date

NYSEG and RG&E 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 email alerts and download the NYSEG or RG&E mobile app to get the most up-to-date information.

Safety Tips

The companies also offer customers the following reminders to prepare for the storm and stay safe if power outages do occur.

Before a storm strikes:

- You can use our mobile apps 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" or "RG&E". The application is free to download.

- Sign up for Outage Alerts to receive updates automatically by phone, text, or email as the companies update the status of the restoration process in their area. Customers can sign up for outage alerts by visiting [here for NYSEG](#) and [here for RG&E](#).
- Keep battery-operated flashlights and radios on hand, along with supplies of drinking water and non-perishable foods.
- Make sure that smart phones, tablets, and other mobile devices are fully charged.
- Fill your car's fuel tank.

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 and RG&E customers should call 1.800.743.1701** 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 or RG&E at 1.800.743.1701.
- 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 companies' first priorities are to respond to reports of downed power lines to keep the public safe. **NYSEG customers are asked to call 1.800.572.1131 and RG&E customers are asked to call at 1.800.743.1701** 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** or **RGE.com** and on the company's social media pages:

- Facebook: @NYSEandG

- Twitter: @NYSEandG
- Instagram: @nyseg.co
- Facebook: @RochGandE
- Twitter: @RGandE
- Instagram: @rochestergasandelectric

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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 RG&E: Rochester Gas and Electric Corporation (RG&E) is a subsidiary of Avangrid, Inc. Established in 1848, RG&E operates approximately 8,800 miles of electric distribution lines and 1,100 miles of electric transmission lines. It also operates approximately 10,600 miles of natural gas distribution pipelines and 105 miles of gas transmission pipelines. It serves approximately 378,500 electricity customers and 313,000 natural gas customers in a nine-county region in New York surrounding the City of Rochester. For more information, visit www.rge.com.

About Avangrid: Avangrid, Inc. is a leading energy company in the United States working to meet the growing demand for energy for homes and businesses across the nation through service, innovation, and continued investments by expanding grid infrastructure and energy generation projects. Avangrid has offices in Connecticut, New York, Massachusetts, Maine, and Oregon, including operations in 23 states with approximately \$48 billion in assets, and has two primary lines of business: networks and power. Through its networks business, Avangrid owns and operates eight electric and natural gas utilities, serving more than 3.4 million customers in New York and New England. Through its power generation business, Avangrid owns and operates more than 75 energy generation facilities across the United States producing 10.5 GW of power for over 3.1 million customers. Avangrid employs approximately 8,000 people and has been recognized by JUST Capital as one of the JUST 100 companies – a ranking of America’s best corporate citizens – in 2025 for the fifth consecutive year. The company was named among the World’s Most Ethical Companies in 2025 for the seventh consecutive year by the Ethisphere Institute. Avangrid is a member of the group of companies controlled by Iberdrola, S.A. For more information, visit <http://www.avangrid.com>.



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