



NEWS RELEASE

Appendix E. Irene Media Releases

FOR IMMEDIATE RELEASE

August 25, 2011

NYSEG Preparing for Possible Effects of Hurricane Irene

>> **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 situations.

>> **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 reminds 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.

>> **For natural gas emergencies** and to report suspected natural gas odors, NYSEG customers should call 1.800.572.1121.

Rochester, NY – NYSEG emergency planners are closely monitoring weather forecasts and preparing for the possible effects of Hurricane Irene, primarily in the eastern third of upstate New York. Depending on the exact track of the storm that is forecast to thunder up the East Coast, parts of NYSEG’s service area could see damaging wind and very heavy rain. Because tree contact with power lines is the leading cause of power interruptions, NYSEG is concerned that heavy rain may loosen soil that anchors tree roots and wind could then topple trees.

NYSEG’s line crews and support personnel across the state are on heightened alert, the company’s customer relations center is prepared and materials are on hand to repair any damage to the company’s electricity delivery system.

NYSEG offers customers the following storm tips:

Before a storm strikes

- Anyone who uses life-sustaining equipment that operates on electricity should contact NYSEG right away at 1.800.572.1111. Customers may be enrolled in a critical customer program or provided 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) 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.
- 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, audio equipment) 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 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.

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About NYSEG and Iberdrola USA: NYSEG, a subsidiary of Iberdrola USA, serves 878,000 electricity customers and 261,000 natural gas customers across more than 40% of upstate New York. Iberdrola USA, a subsidiary of global energy leader Iberdrola, S.A., is an energy services and delivery company with more than 2.4 million customers in upstate New York and New England. We are a team of dedicated individuals working as one to deliver value to our customers, employees and shareholders. By providing outstanding customer service and exceptional reliability, while holding safety and the environment in high regard, we aspire to be a world-class energy company. For more information, visit www.nyseg.com and www.iberdrolausa.com.

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FOR IMMEDIATE RELEASE

August 28, 2011 – 11:30 a.m.

**Initial Damage from Hurricane Irene
Leaves 101,000 NYSEG Customers Without Power**
New Outages Occurring as Strong Wind, Heavy Rain Continue

>> **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 situations.

>> **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's natural gas emergency number is 1.800.572.1121.

>> Outage information: <http://www.nyseg.com/Outages/outageinformation.html>

>> Follow us on Twitter: @NYSEandG www.twitter.com/nyseandg.

>> The next news release will be distributed at 4 p.m.

Rochester, NY – Damaging wind and torrential rain generated by Hurricane Irene have already caused considerable damage to NYSEG's electricity delivery system, leaving 101,000 NYSEG customers without power thus far, primarily across the eastern third of the state. The current outages counts are:

- 56,000 in NYSEG's Brewster Division (parts of Westchester, Putnam and Dutchess counties).
- 18,000 in NYSEG's Liberty Division (parts of Sullivan, Orange, Delaware and Ulster counties).
- 12,000 in NYSEG's Oneonta Division (parts of Broome, Chenango, Delaware, Greene, Herkimer, Lewis, Madison, Oneida, Otsego, Schoharie and Ulster counties).

- 11,000 in NYSEG's Binghamton Division (all or parts of Broome, Tioga, Chenango and Cortland counties)
- The remaining outages are scattered across NYSEG's service area.

NYSEG crews are continuing to respond to hundreds of reports of downed wires to make those situations safe, and as damage assessment continues, some repair work has begun.

In preparation for the storm, NYSEG staged its repair crews – along with crews from Rochester Gas and Electric (RG&E), other utilities and contractors – and NYSEG support personnel in and around the areas where damage was expected to be most severe. The company also made pre-storm calls to more than 15,000 life support, elderly, blind and disabled customers.

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) 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.
- 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, audio equipment) 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.
- Emergency generators can be dangerous. Carefully follow the manufacturer's instructions. Never run an emergency generator indoors; operate generators only outdoors in well-ventilated areas.
- 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 to prevent food from spoiling – most food will last 24 hours.

After 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 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.

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FOR IMMEDIATE RELEASE

August 28, 2011 – 4 p.m.

Hurricane Irene Continues to Inflict Damage on NYSEG's Electricity Delivery System

110,000 Without Power in Eastern New York and Binghamton Area

>> **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 situations. NYSEG's natural gas emergency number is 1.800.572.1121.

>> **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.

>> For information on how flooding affects electricity and natural gas service:
<http://www.nyseg.com/OurCompany/News/2011/082811flooding.html>

>> Outage information: <http://www.nyseg.com/Outages/outageinformation.html>

>> Follow us on Twitter: @NYSEandG www.twitter.com/nyseandg.

>> The next news release will be distributed at 9 p.m.

Rochester, NY – Hurricane Irene's destructive winds and torrential rains are continuing to cause new power interruptions across the NYSEG service area and hampering efforts to assess damage and restore power. Approximately 110,000 NYSEG customers are without power. The current outages counts are:

- 56,000 in NYSEG's Brewster Division (parts of Westchester, Putnam and Dutchess counties).
- 21,000 in NYSEG's Oneonta Division (parts of Broome, Chenango, Delaware, Greene, Herkimer, Lewis, Madison, Oneida, Otsego, Schoharie and Ulster counties).
- 13,000 in NYSEG's Liberty Division (parts of Sullivan, Orange, Delaware and Ulster counties).

- 7,000 in NYSEG's Binghamton Division (all or parts of Broome, Tioga, Chenango and Cortland counties).
- 6,600 in NYSEG's Plattsburgh Division (parts of Clinton, Essex, Franklin and Hamilton counties).
- 5,000 in NYSEG's Mechanicville Division (parts of Saratoga, Washington, Rensselaer and Columbia counties).
- Other outages are scattered across the NYSEG service area.

NYSEG crews are continuing to respond to hundreds of reports of downed wires – more than 500 reports in NYSEG's Brewster Division alone – to make those situations safe. As damage assessment continues, some repair work has begun.

In preparation for the storm, NYSEG staged its repair crews – along with crews from Rochester Gas and Electric (RG&E), other utilities and contractors – and NYSEG support personnel in and around the areas where damage was expected to be most severe. The company also made pre-storm calls to more than 15,000 life support, elderly, blind and disabled customers.

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) 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.
- 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, audio equipment) 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.
- Emergency generators can be dangerous. Carefully follow the manufacturer's instructions. Never run an emergency generator indoors; operate generators only outdoors in well-ventilated areas.
- 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 to prevent food from spoiling – most food will last 24 hours.

After 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 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.

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Media Contacts

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FOR IMMEDIATE RELEASE

August 28, 2011 – 9 p.m.

As Hurricane Irene Exits the State, NYSEG Continues Essential ‘Make Safe’ Work and Damage Assessment

129,000 Customers Without Power in Eastern New York and Binghamton Area

>> **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 situations. NYSEG’s natural gas emergency number is 1.800.572.1121.

>> **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.

>> For information on how flooding affects electricity and natural gas service:
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>> Outage information: <http://www.nyseg.com/Outages/outageinformation.html>

>> Follow us on Twitter: @NYSEandG www.twitter.com/nyseandg.

>> The next news release will be distributed at 6 a.m. tomorrow.

Rochester, NY – As Hurricane Irene exits the state, leaving in its wake a growing path of destruction and new power interruptions, approximately 129,000 NYSEG customers in eastern New York and the Binghamton area are without power. The current outages counts are:

- 59,000 in NYSEG’s Brewster Division (parts of Westchester, Putnam and Dutchess counties).
- 29,000 in NYSEG’s Oneonta Division (parts of Broome, Chenango, Delaware, Greene, Herkimer, Lewis, Madison, Oneida, Otsego, Schoharie and Ulster counties).
- 17,000 in NYSEG’s Liberty Division (parts of Sullivan, Orange, Delaware and Ulster counties).
- 12,000 in NYSEG’s Plattsburgh Division (parts of Clinton, Essex, Franklin and Hamilton counties).

- 6,300 in NYSEG's Binghamton Division (all or parts of Broome, Tioga, Chenango and Cortland counties).
- 4,900 in NYSEG's Mechanicville Division (parts of Saratoga, Washington, Rensselaer and Columbia counties).
- Other outages are scattered across the NYSEG service area.

NYSEG crews, with support from Rochester Gas & Electric (NYSEG's sister company), other utilities and contractors, are continuing to ensure that downed wires are made safe and beginning to compile a comprehensive damage assessment that is essential to an efficient power restoration effort. Once the damage assessment is further along, NYSEG will begin assigning estimated restoration times to each outage.

In preparation for the storm, NYSEG staged repair crews support personnel in and around the areas where damage was expected to be most severe. The company also made pre-storm calls to more than 15,000 life support, elderly, blind and disabled customers.

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) 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.
- 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, audio equipment) 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.
- Emergency generators can be dangerous. Carefully follow the manufacturer's instructions. Never run an emergency generator indoors; operate generators only outdoors in well-ventilated areas.
- 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 to prevent food from spoiling – most food will last 24 hours.

After 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 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.

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FOR IMMEDIATE RELEASE

August 29, 2011 – 6 a.m.

NYSEG Rebuilding Much of Its Electricity Delivery System After Hurricane Irene Tears Through the State

126,000 Customers Without Power in Eastern New York and Binghamton Area

>> **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 situations. NYSEG’s natural gas emergency number is 1.800.572.1121.

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>> Follow us on Twitter: @NYSEandG www.twitter.com/nyseandg.

>> The next news release will be distributed at 11 a.m.

Rochester, NY – Approximately 126,000 NYSEG customers in eastern New York and the Binghamton area are without power this morning as a result of devastating and widespread damage from Hurricane Irene. The current outages counts are:

- 57,000 in NYSEG’s Brewster Division (parts of Westchester, Putnam and Dutchess counties).
- 29,000 in NYSEG’s Oneonta Division (parts of Broome, Chenango, Delaware, Greene, Herkimer, Lewis, Madison, Oneida, Otsego, Schoharie and Ulster counties).
- 18,000 in NYSEG’s Liberty Division (parts of Sullivan, Orange, Delaware and Ulster counties).
- 15,000 in NYSEG’s Plattsburgh Division (parts of Clinton, Essex, Franklin and Hamilton counties).

- 5,700 in NYSEG's Binghamton Division (all or parts of Broome, Tioga, Chenango and Cortland counties).
- 1,500 in NYSEG's Mechanicville Division (parts of Saratoga, Washington, Rensselaer and Columbia counties).
- Other outages are scattered across the NYSEG service area.

NYSEG crews, with support from Rochester Gas & Electric (NYSEG's sister company), other utilities and contractors, are continuing to ensure that downed wires are made safe and beginning to compile a comprehensive damage assessment that is essential to an efficient power restoration effort. Once the damage assessment is further along, NYSEG will begin assigning estimated restoration times to each outage.

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) 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.
- 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, audio equipment) 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.
- Emergency generators can be dangerous. Carefully follow the manufacturer's instructions. Never run an emergency generator indoors; operate generators only outdoors in well-ventilated areas.
- 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 to prevent food from spoiling – most food will last 24 hours.

After 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 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.

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FOR IMMEDIATE RELEASE

August 29, 2011 – 1 p.m.

NYSEG Asks Customers to be Prepared for Long Duration Power Restoration Effort

>> **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 situations. NYSEG’s natural gas emergency number is 1.800.572.1121.

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>> The next news release will be distributed at 4 p.m.

Rochester, NY – With the challenge of working in Hurricane Irene’s dangerous winds and torrential rains past, NYSEG crews and support personnel are now faced with flooding, downed trees and road closures that are hampering damage assessment and power restoration efforts. NYSEG continues to be fully engaged in a make-safe and damage assessment mode at the present time, in addition to restoring transmission and sub-transmission systems.

Based on the extent of the known damage thus far, including nearly 2,500 wires down and nearly 200 broken transmission and distribution poles across an area the size of Connecticut, NYSEG is prepared for a long duration power restoration effort and asks customers to do the same. While some customers will have power restored in the next few days, it is likely that many customers will be without power at least into next week. The company currently has more than 1000 individuals fully engaged in the response effort, including NYSEG and Rochester Gas and Electric line crews, damage assessors, wire guards, Incident Command Structure support staff and customer service representatives. More than 400 line and tree crews are working to restore power as quickly as

possible. Given the severity of this historic weather event, this is an “all hands on deck” restoration effort. The company continues to secure and deploy additional crews and resources.

Once damage assessment is further along, NYSEG will begin assigning estimated restoration times to each outage, and those times will be available at <http://www.nyseg.com/Outages/outageinformation.html>.

Approximately 129,000 NYSEG customers in eastern New York and the Binghamton area are without power as a result of the devastating and widespread damage from Hurricane Irene. This is down from a peak of 134,000 customers late Sunday evening. The current outages counts are:

- 57,800 in NYSEG’s Brewster Division (parts of Westchester, Putnam and Dutchess counties).
- 29,700 in NYSEG’s Oneonta Division (parts of Broome, Chenango, Delaware, Greene, Herkimer, Lewis, Madison, Oneida, Otsego, Schoharie and Ulster counties).
- 16,800 in NYSEG’s Liberty Division (parts of Sullivan, Orange, Delaware and Ulster counties).
- 17,200 in NYSEG’s Plattsburgh Division (parts of Clinton, Essex, Franklin and Hamilton counties).
- 5,700 in NYSEG’s Binghamton Division (all or parts of Broome, Tioga, Chenango and Cortland counties).
- 1,800 in NYSEG’s Mechanicville Division (parts of Saratoga, Washington, Rensselaer and Columbia counties).
- Other outages are scattered across the NYSEG service area.

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) 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.
- Listen to a battery-powered radio for weather and power restoration updates.

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- Emergency generators can be dangerous. Carefully follow the manufacturer’s instructions. Never run an emergency generator indoors; operate generators only outdoors in well-ventilated areas.
- 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 to prevent food from spoiling – most food will last 24 hours.

After 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 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.

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FOR IMMEDIATE RELEASE

August 29, 2011 – 9 p.m.

More Than 1,400 Workers Swarm NYSEG's Service Area *Crews Continue to Assess Damage and Restore Power*

>> Dry ice and bottled water locations: <http://www.nyseg.com/Outages/default.html>

>> **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 situations. NYSEG's natural gas emergency number is 1.800.572.1121.

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>> Outage information: <http://www.nyseg.com/Outages/outageinformation.html>

>> **The next news release will be distributed at 6 a.m. tomorrow.**

Rochester, NY – NYSEG crews and support personnel continue to make conditions safe, assess damage and restore power as flooding, downed trees and road closures continue to present challenges. Today, helicopter patrols were used as an efficient way to identify system damage and check the integrity of NYSEG's vast infrastructure.

Based on the extent of the known damage thus far, including nearly 2,500 wires down and nearly 200 broken transmission and distribution poles, NYSEG is prepared for a long duration power restoration effort and asks customers to do the same. While some customers will have power restored in the next few days – particularly in the Binghamton and Mechanicville Divisions – it is likely that many customers will be without power at least into next week.

The company currently has more than 1,400 individuals fully engaged in the response effort, including NYSEG and Rochester Gas and Electric line crews, contract line and tree crews, damage assessors, wire guards, Incident Command Structure support staff and customer service representatives, many of whom are working around the clock. More than 400 line and tree crews are restoring power as quickly as possible. Given the severity of this historic weather event, this will

continue to be an “all hands on deck” restoration effort. The company also continues to secure and deploy additional crews and resources.

Once damage assessment is further along, NYSEG will begin assigning estimated restoration times to each outage, and those times will be available at <http://www.nyseg.com/Outages/outageinformation.html>.

Of the 260,000 power interruptions thus far as a result of the devastating and widespread damage from Hurricane Irene, NYSEG has restored 150,000 services. (In the 260,000 figure, customers that have been interrupted and restored more than once are counted for each time they have been interrupted and restored.)

Approximately 110,000 customers are currently without power. The largest concentrations of customers are:

- 54,000 in NYSEG’s Brewster Division (parts of Westchester, Putnam and Dutchess counties).
- 26,900 in NYSEG’s Oneonta Division (parts of Broome, Chenango, Delaware, Greene, Herkimer, Lewis, Madison, Oneida, Otsego, Schoharie and Ulster counties).
- 13,400 in NYSEG’s Plattsburgh Division (parts of Clinton, Essex, Franklin and Hamilton counties).
- 12,100 in NYSEG’s Liberty Division (parts of Sullivan, Orange, Delaware and Ulster counties).
- 3,200 in NYSEG’s Binghamton Division (all or parts of Broome, Tioga, Chenango and Cortland counties).
- Other outages are scattered across the NYSEG service area.

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) 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.
- 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, audio equipment) 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.

- Emergency generators can be dangerous. Carefully follow the manufacturer’s instructions. Never run an emergency generator indoors; operate generators only outdoors in well-ventilated areas.
- 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 to prevent food from spoiling – most food will last 24 hours.

After 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 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.

###

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FOR IMMEDIATE RELEASE

August 30, 2011 – 6 a.m.

NYSEG Continues to Assess Widespread Damage and Repair Its Electricity Delivery System

Well Over Half of Total Service Interruptions Have Been Restored

>> Dry ice and bottled water locations: <http://www.nyseg.com/Outages/default.html>

>> **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 situations. NYSEG’s natural gas emergency number is 1.800.572.1121.

>> **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.

>> For information on how flooding affects electricity and natural gas service: <http://www.nyseg.com/OurCompany/News/2011/082811flooding.html>

>> Outage information: <http://www.nyseg.com/Outages/outageinformation.html>

>> Follow us on Twitter: @NYSEandG www.twitter.com/nyseandg.

>> The next news release will be distributed at 11 a.m.

Rochester, NY – Of the approximately 260,000 power interruptions thus far as a result of the devastating and widespread damage from Hurricane Irene, NYSEG has restored nearly 171,000 services. (In these figures, customers that have been interrupted and restored more than once are counted for each time they have been interrupted and restored.)

“We certainly understand how inconvenient and frustrating it is to be without power, and our people are doing their very best to restore service safely and as quickly as possible,” said Mark S. Lynch, president of NYSEG and RG&E. “Despite the considerable challenges posed by hazardous and challenging working conditions, we are making progress.”

NYSEG crews and support personnel continue to make conditions safe, assess damage and restore power. Helicopter patrols are being used as an efficient way to identify system damage and check the integrity of NYSEG’s vast infrastructure.

Based on the extent of the known damage thus far – including nearly 2,500 downed wires and almost 200 broken poles – NYSEG is prepared for a long duration power restoration effort and asks customers to do the same. While some customers will have power restored in the next few days – particularly in the Binghamton Division – it is likely that many customers will be without power at least into next week.

The company currently has more than 1,400 people dedicated to the massive power restoration effort, including NYSEG and Rochester Gas and Electric line crews, contract line and tree crews, damage assessors, wire guards, Incident Command Structure support staff and customer service representatives, many of whom are working around the clock. More than 400 line and tree crews are working together to restore power safely and as quickly as possible. NYSEG also continues to secure and deploy additional crews and other resources.

As estimated restoration times are available, they will be posted at <http://www.nyseg.com/Outages/outageinformation.html>.

Approximately 88,000 customers are currently without power. The largest concentrations of customers are:

- 36,500 in NYSEG's Brewster Division (parts of Westchester, Putnam and Dutchess counties).
- 26,700 in NYSEG's Oneonta Division (parts of Broome, Chenango, Delaware, Greene, Herkimer, Lewis, Madison, Oneida, Otsego, Schoharie and Ulster counties).
- 12,900 in NYSEG's Plattsburgh Division (parts of Clinton, Essex, Franklin and Hamilton counties).
- 8,700 in NYSEG's Liberty Division (parts of Sullivan, Orange, Delaware and Ulster counties).
- 3,100 in NYSEG's Binghamton Division (all or parts of Broome, Tioga, Chenango and Cortland counties).
- Other outages are scattered across the NYSEG service area.

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) 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.

- 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, audio equipment) 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.
- Emergency generators can be dangerous. Carefully follow the manufacturer’s instructions. Never run an emergency generator indoors; operate generators only outdoors in well-ventilated areas.
- 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 to prevent food from spoiling – most food will last 24 hours.

After 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 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.

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FOR IMMEDIATE RELEASE

August 30, 2011 – 11 a.m.

NYSEG Making Good Progress Restoring Power

65% of Total Service Interruptions Have Been Restored

>> Dry ice and bottled water locations: <http://www.nyseg.com/Outages/default.html>

>> **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 situations. NYSEG’s natural gas emergency number is 1.800.572.1121.

>> **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.

>> Outage information: <http://www.nyseg.com/Outages/outageinformation.html>

>> Follow us on Twitter: @NYSEandG www.twitter.com/nyseandg.

>> The next news release will be distributed at 4 p.m.

Rochester, NY – An army of more than 1,400 NYSEG, Rochester Gas and Electric and contract crews and support personnel, some from as far away as Minnesota, Wisconsin and Nebraska, are making solid progress in rebuilding the parts of NYSEG’s electricity system damaged by Hurricane Irene. More than 400 line and tree crews are on the job, and NYSEG is continuing to secure and deploy additional crews and other resources.

Of the approximately 270,000 power interruptions thus far as a result of the devastating and widespread damage from Hurricane Irene, NYSEG has restored approximately 178,000 services. (In these figures, customers that have been interrupted and restored more than once are counted for each time they have been interrupted and restored.)

“We certainly understand how inconvenient and frustrating it is to be without power, and our people are doing their very best to restore service safely and as quickly as possible,” said Mark S. Lynch, president of NYSEG and RG&E. “Despite the considerable challenges posed by hazardous and challenging working conditions, we are making good progress. We will be on the job 24/7 until every customer has service restored.”

Approximately 91,000 customers are currently without power. The largest concentrations of customers are:

- 40,000 in NYSEG's Brewster Division (parts of Westchester, Putnam and Dutchess counties).
- 26,800 in NYSEG's Oneonta Division (parts of Broome, Chenango, Delaware, Greene, Herkimer, Lewis, Madison, Oneida, Otsego, Schoharie and Ulster counties).
- 12,100 in NYSEG's Plattsburgh Division (parts of Clinton, Essex, Franklin and Hamilton counties).
- 8,400 in NYSEG's Liberty Division (parts of Sullivan, Orange, Delaware and Ulster counties).
- 3,600 in NYSEG's Binghamton Division (all or parts of Broome, Tioga, Chenango and Cortland counties).

Based on the extent of the known damage thus far, NYSEG estimates the following power restoration timetable:

- **Brewster, Liberty and Binghamton Divisions:** 90% of remaining customers without power are projected to have service restored by Friday night; all power is projected to be restored early next week.
- **Plattsburgh Division:** Except in areas that remain inaccessible, 90% of remaining customers without power are projected to have service restored by Friday night; all power is projected to be restored early next week.
- **Oneonta Division:** Road closures and accessibility issues continue to impede damage assessment and repair work. While some customers will have power restored in the next few days, it is likely that many customers will be without power into next week.

As estimated times of restoration are refined, they will be posted at <http://www.nyseg.com/Outages/outageinformation.html>.

Storm Stats – NYSEG Statewide Service Area

- 174,000 pounds of dry ice distributed to customers
- 33,600 gallons of bottled water distributed to customers
- 2,500+ incidents of wires down
- 200+ broken poles
- 28 transmission lines locked out; 16 now back in service
- 18 substations out of service; 17 now back in service

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) 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.

- 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, audio equipment) 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.
- Emergency generators can be dangerous. Carefully follow the manufacturer’s instructions. Never run an emergency generator indoors; operate generators only outdoors in well-ventilated areas.
- 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 to prevent food from spoiling – most food will last 24 hours.

After 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 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.

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FOR IMMEDIATE RELEASE

August 30, 2011 – 4 p.m.

NYSEG Projects That the Vast Majority of Customers Without Power Will Have Service by Friday Night

>> Dry ice and bottled water locations: <http://www.nyseg.com/Outages/default.html>

>> **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 situations. NYSEG’s natural gas emergency number is 1.800.572.1121.

>> **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.

>> Outage information: <http://www.nyseg.com/Outages/outageinformation.html>

>> Follow us on Twitter: @NYSEandG www.twitter.com/nyseandg.

>> The next news release will be distributed at 9 p.m.

Rochester, NY – An army of more than 1,400 NYSEG, Rochester Gas and Electric and contract crews and support personnel, some from as far away as Minnesota, Wisconsin and Nebraska, are making solid progress in rebuilding the parts of NYSEG’s electricity system damaged by Hurricane Irene.

Of the approximately 270,000 power interruptions thus far as a result of storm damage, NYSEG has restored approximately 186,000 services. (In these figures, customers that have been interrupted and restored more than once are counted for each time they have been interrupted and restored.) Since just last evening, service has been restored to approximately 46,000 customers.

“We certainly understand how inconvenient and frustrating it is to be without power, and we appreciate our customers’ patience and understanding as we go about our work,” said Mark S. Lynch, president of NYSEG and RG&E. “Despite the considerable challenges posed by hazardous and challenging working conditions, our people are making good progress. We will be on the job 24/7 until every customer has service restored.”

Approximately 83,500 customers are currently without power. The largest concentrations of customers are:

- 39,200 in NYSEG's Brewster Division (parts of Westchester, Putnam and Dutchess counties).
- 25,400 in NYSEG's Oneonta Division (parts of Broome, Chenango, Delaware, Greene, Herkimer, Lewis, Madison, Oneida, Otsego, Schoharie and Ulster counties).
- 10,900 in NYSEG's Plattsburgh Division (parts of Clinton, Essex, Franklin and Hamilton counties).
- 6,100 in NYSEG's Liberty Division (parts of Sullivan, Orange, Delaware and Ulster counties).
- 1,700 in NYSEG's Binghamton Division (all or parts of Broome, Tioga, Chenango and Cortland counties).

Based on the extent of the known damage thus far, NYSEG estimates the following power restoration timetable:

- **Brewster, Liberty and Binghamton Divisions:** 90% of remaining customers without power are projected to have service restored by Friday night; all power is projected to be restored early next week.
- **Plattsburgh Division:** Except in areas that remain inaccessible, 90% of remaining customers without power are projected to have service restored by Friday night; all power is projected to be restored early next week.
- **Oneonta Division:** Road closures and accessibility issues continue to impede damage assessment and repair work. While some customers will have power restored in the next few days, it is likely that many customers will be without power into next week.

As estimated times of restoration are refined, they will be posted at <http://www.nyseg.com/Outages/outageinformation.html>.

Storm Stats – NYSEG Statewide Service Area

- 174,000 pounds of dry ice and 33,600 gallons of bottled water distributed to customers
- 2,500+ incidents of wires down
- 200+ broken poles
- 27 transmission lines locked out; 13 now back in service
- 19 substations out of service; 17 now back in service

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) 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.

- 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, audio equipment) 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.
- Emergency generators can be dangerous. Carefully follow the manufacturer’s instructions. Never run an emergency generator indoors; operate generators only outdoors in well-ventilated areas.
- 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 to prevent food from spoiling – most food will last 24 hours.

After 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 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.

###

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FOR IMMEDIATE RELEASE

August 30, 2011 – 10 p.m.

NYSEG Continuing to Expand Power Restoration Team With Line Workers from Nebraska

>> Dry ice and bottled water locations: <http://www.nyseg.com/Outages/default.html>

>> **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 situations. NYSEG’s natural gas emergency number is 1.800.572.1121.

>> **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.

>> Outage information: <http://www.nyseg.com/Outages/outageinformation.html>

>> Follow us on Twitter: @NYSEandG www.twitter.com/nyseandg.

>> **The next news release will be distributed at 7 a.m. tomorrow.**

Rochester, NY – NYSEG is continuing to add to its Hurricane Irene power restoration team with new recruits who have just arrived from Nebraska. The contingent of line workers has been outfitted in Binghamton and will be sent to NYSEG’s Oneonta Division to work. The NYSEG power restoration team now totals more than 1,400, and the team is making good progress toward the goal of restoring service to the vast majority of customers who are without power by Friday night.

Of the approximately 272,000 power interruptions thus far as a result of storm damage, NYSEG has restored approximately 206,000 services. (In these figures, customers that have been interrupted and restored more than once are counted for each time they have been interrupted and restored.) Since just last evening, service has been restored to approximately 66,000 customers.

“We certainly understand how inconvenient and frustrating it is to be without power, and we appreciate our customers’ patience and understanding as we go about our work,” said Mark S. Lynch, president of NYSEG and RG&E. “We are making good progress and we will be on the job 24/7 until every customer has service restored.”

Approximately 66,000 customers are currently without power. The largest concentrations of customers are:

- 32,000 in NYSEG's Brewster Division (parts of Westchester, Putnam and Dutchess counties).
- 21,000 in NYSEG's Oneonta Division (parts of Broome, Chenango, Delaware, Greene, Herkimer, Lewis, Madison, Oneida, Otsego, Schoharie and Ulster counties).
- 7,300 in NYSEG's Plattsburgh Division (parts of Clinton, Essex, Franklin and Hamilton counties).
- 4,200 in NYSEG's Liberty Division (parts of Sullivan, Orange, Delaware and Ulster counties).
- 1,200 in NYSEG's Binghamton Division (all or parts of Broome, Tioga, Chenango and Cortland counties).

Based on the extent of the known damage thus far, NYSEG estimates the following power restoration timetable:

- **Brewster Division:** The majority of customers who are without power today are projected to have service restored by Friday night; all power is projected to be restored early next week.
- **Liberty Division:** 90% of the customers who are without power today are projected to have service restored by Friday night; all power is projected to be restored throughout this weekend.
- **Binghamton Division:** 90% of the customers who are without power today are projected to have service restored by Wednesday night; all power is projected to be restored by midnight Friday.
- **Plattsburgh Division:** Except in areas that remain inaccessible, 90% of customers who are without power today are projected to have service restored by Friday night; all power is projected to be restored throughout this weekend.
- **Oneonta Division:** Road closures and accessibility issues continue to impede damage assessment and repair work. While the majority of customers will have power restored in the next few days, it is likely that many customers will be without power into next week.

As estimated times of restoration are refined, they will be posted at

<http://www.nyseg.com/Outages/outageinformation.html>.

Storm Stats – NYSEG Statewide Service Area

- 174,000 pounds of dry ice and 33,600 gallons of bottled water distributed to customers
- 2,500+ incidents of wires down
- 200+ broken poles
- 27 transmission lines locked out; 16 now back in service
- 19 substations out of service; 19 now back in service

During a power interruption

- Contact NYSEG (1.800.572.1131) 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.
- Turn off major appliances (electric water heaters, refrigerators and freezers) and sensitive electronic equipment (TVs, VCRs, DVD players, computers, audio equipment) 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.
- Emergency generators can be dangerous. Carefully follow the manufacturer’s instructions. Never run an emergency generator indoors; operate generators only outdoors in well-ventilated areas.
- 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 to prevent food from spoiling – most food will last 24 hours.

After 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 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.

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FOR IMMEDIATE RELEASE

August 31, 2011 – 7 a.m.

NYSEG Power Restoration Progressing Well

>> Dry ice and bottled water locations: <http://www.nyseg.com/Outages/default.html>

>> **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 situations. NYSEG’s natural gas emergency number is 1.800.572.1121.

>> **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.

>> Outage information: <http://www.nyseg.com/Outages/outageinformation.html>

>> Follow us on Twitter: @NYSEandG www.twitter.com/nyseandg.

>> The next news release will be distributed at 3 p.m.

Rochester, NY – NYSEG’s power restoration team is continuing to put back together what Hurricane Irene tore apart, restoring service to customers in the process.

Of the approximately 277,000 power interruptions thus far as a result of storm damage, NYSEG has restored approximately 224,000 services, or 81%. (In these figures, customers that have been interrupted and restored more than once are counted for each time they have been interrupted and restored.)

Approximately 52,500 customers are currently without power:

- 21,000 in NYSEG’s Brewster Division (parts of Westchester, Putnam and Dutchess counties).
- 20,000 in NYSEG’s Oneonta Division (parts of Broome, Chenango, Delaware, Greene, Herkimer, Lewis, Madison, Oneida, Otsego, Schoharie and Ulster counties).

- 6,500 in NYSEG's Plattsburgh Division (parts of Clinton, Essex, Franklin and Hamilton counties).
- 4,100 in NYSEG's Liberty Division (parts of Sullivan, Orange, Delaware and Ulster counties).
- 900 in NYSEG's Binghamton Division (all or parts of Broome, Tioga, Chenango and Cortland counties).

Based on the extent of the known damage thus far, NYSEG estimates the following power restoration times:

- **Brewster Division:** The majority of customers who were without power yesterday (Tuesday, August 30) are projected to have service restored by Friday night; all power is projected to be restored early next week.
- **Liberty Division:** 90% of the customers who were without power yesterday are projected to have service restored by Friday night; all power is projected to be restored throughout this weekend.
- **Binghamton Division:** 90% of the customers who were without power yesterday are projected to have service restored by Wednesday night; all power is projected to be restored by midnight Friday.
- **Plattsburgh Division:** Except in areas that remain inaccessible, 90% of customers who were without power yesterday are projected to have service restored by Friday night; all power is projected to be restored throughout this weekend.
- **Oneonta Division:** Road closures and accessibility issues continue to impede damage assessment and repair work. While the majority of customers will have power restored in the next few days, it is likely that many customers will be without power into next week.

As estimated times of restoration are refined, they will be posted at <http://www.nyseg.com/Outages/outageinformation.html>.

Storm Stats – NYSEG Statewide Service Area

- 174,000 pounds of dry ice and 33,600 gallons of bottled water distributed to customers
- 2,500+ incidents of wires down
- 200+ broken poles
- 27 transmission lines locked out; 16 now back in service
- 19 substations out of service; all now back in service

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FOR IMMEDIATE RELEASE

August 31, 2011 – 3 p.m.

NYSEG: 82% of Interrupted Services Restored

>> Dry ice and bottled water locations: <http://www.nyseg.com/Outages/default.html>

>> **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 situations. NYSEG’s natural gas emergency number is 1.800.572.1121.

>> **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.

>> Outage information: <http://www.nyseg.com/Outages/outageinformation.html>

>> Follow us on Twitter: @NYSEandG www.twitter.com/nyseandg.

>> The next news release will be distributed at 7 p.m.

Rochester, NY – NYSEG has now restored 82% (234,000) of the 285,000 services interrupted as a result of damage from Hurricane Irene. (In these figures, customers that have been interrupted and restored more than once are counted for each time they have been interrupted and restored.) More than 1,400 NYSEG, Rochester Gas and Electric, and contract line and tree crews from as far away as the Midwest are on the power restoration team.

Approximately 51,000 customers are currently without power:

- 26,200 in NYSEG’s Brewster Division (parts of Westchester, Putnam and Dutchess counties).
- 16,400 in NYSEG’s Oneonta Division (parts of Broome, Chenango, Delaware, Greene, Herkimer, Lewis, Madison, Oneida, Otsego, Schoharie and Ulster counties).
- 5,200 in NYSEG’s Plattsburgh Division (parts of Clinton, Essex, Franklin and Hamilton counties).
- 2,800 in NYSEG’s Liberty Division (parts of Sullivan, Orange, Delaware and Ulster counties).
- 500 in NYSEG’s Binghamton Division (all or parts of Broome, Tioga, Chenango and Cortland counties).

Based on the extent of the known damage thus far, NYSEG estimates the following power restoration times:

- **Brewster Division:** Road closures and accessibility issues continue to impede damage assessment and repair work. Except in areas that remain inaccessible, 75% of customers who were without power yesterday (August 30) are projected to have service restored by late Friday (September 2). The remaining customers in these accessible areas are projected to be restored by late on Wednesday (September 7). The restoration of those customers who are in areas that are currently inaccessible will be dependent upon NYSEG’s ability to gain access to assess damage and make repairs.
- **Liberty Division:** 90% of the customers who were without power yesterday (August 30) are projected to have service restored by Friday night (September 2); all power is projected to be restored by late Saturday (September 3).
- **Binghamton Division:** All but approximately 400 customers will have power restored by Thursday (September 1); all power is projected to be restored by midnight Friday (September 2).
- **Plattsburgh Division:** All but approximately 1,000 customers will have power restored by Friday night (September 2); all power is projected to be restored by midnight Saturday (September 3).
- **Oneonta Division:** Road closures and accessibility issues continue to impede damage assessment and repair work. Except in areas that remain inaccessible, 75% of customers who were without power yesterday (August 30) are projected to have service restored by late Friday (September 2). The remaining customers in these accessible areas are projected to be restored by late on Wednesday (September 7). The restoration of those customers who are in areas that are currently inaccessible will be dependent upon NYSEG’s ability to gain access to assess damage and make repairs.

As estimated times of restoration are refined, they will be posted at <http://www.nyseg.com/Outages/outageinformation.html>.

Storm Stats – NYSEG Statewide Service Area

- 424,000 pounds of dry ice and 55,000 gallons of bottled water distributed to customers
- 2,500+ incidents of wires down
- 200+ broken poles
- 27 transmission lines locked out; 16 now back in service
- 19 substations out of service; all now back in service

###

Media Contacts

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Plattsburgh**

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FOR IMMEDIATE RELEASE

August 31, 2011 – 7 p.m.

NYSEG Continuing to Make Good Progress Restoring Power in Eastern New York and Binghamton

>> Dry ice and bottled water locations: <http://www.nyseg.com/Outages/default.html>

>> **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 situations. NYSEG’s natural gas emergency number is 1.800.572.1121.

>> **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.

>> Outage information: <http://www.nyseg.com/Outages/outageinformation.html>

>> Follow us on Twitter: @NYSEandG www.twitter.com/nyseandg.

>> The next news release will be distributed at 7 a.m. tomorrow.

Rochester, NY – NYSEG has now restored 241,000 of the more than 287,000 services interrupted as result of damage from Hurricane Irene. (In these figures, customers that have been interrupted and restored more than once are counted for each time they have been interrupted and restored.)

Approximately 46,500 customers are currently without power:

- 24,600 in NYSEG’s Brewster Division (parts of Westchester, Putnam and Dutchess counties).
- 15,100 in NYSEG’s Oneonta Division (parts of Broome, Chenango, Delaware, Greene, Herkimer, Lewis, Madison, Oneida, Otsego, Schoharie and Ulster counties).
- 4,400 in NYSEG’s Plattsburgh Division (parts of Clinton, Essex, Franklin and Hamilton counties).
- 2,200 in NYSEG’s Liberty Division (parts of Sullivan, Orange, Delaware and Ulster counties).
- 150 in NYSEG’s Binghamton Division (all or parts of Broome, Tioga, Chenango and Cortland counties).

Based on the extent of the known damage thus far, NYSEG estimates the following power restoration times:

- **Brewster Division:** Road closures and accessibility issues continue to impede damage assessment and repair work. Except in areas that remain inaccessible, 75% of customers who were without power yesterday (August 30) are projected to have service restored by late Friday (September 2). The remaining customers in these accessible areas are projected to be restored by late Wednesday (September 7). The restoration of those customers who are in areas that are currently inaccessible will be dependent upon NYSEG’s ability to gain access to assess damage and make repairs.
- **Liberty Division:** 90% of the customers who were without power yesterday (August 30) are projected to have service restored by Friday night (September 2); all power is projected to be restored by late Saturday (September 3).
- **Binghamton Division:** All but approximately 150 customers will have power restored by Thursday (September 1); all power is projected to be restored by midnight Friday (September 2).
- **Plattsburgh Division:** All but approximately 1,000 customers will have power restored by Friday night (September 2); all power is projected to be restored by midnight Saturday (September 3).
- **Oneonta Division:** Road closures and accessibility issues continue to impede damage assessment and repair work. Except in areas that remain inaccessible, 75% of customers who were without power yesterday (August 30) are projected to have service restored by late Friday (September 2). The remaining customers in these accessible areas are projected to be restored by late Wednesday (September 7). The restoration of those customers who are in areas that are currently inaccessible will be dependent upon NYSEG’s ability to gain access to assess damage and make repairs.

As estimated times of restoration are refined, they will be posted at <http://www.nyseg.com/Outages/outageinformation.html>.

Storm Stats – NYSEG Statewide Service Area

- 424,000 pounds of dry ice and 55,000 gallons of bottled water distributed to customers
- 2,500+ incidents of wires down
- 200+ broken poles
- 27 transmission lines locked out; 16 now back in service
- 19 substations out of service; all now back in service

###

Media Contacts

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FOR IMMEDIATE RELEASE

September 1, 2011 – 7 a.m.

NYSEG Power Restoration Update

>> Dry ice and bottled water locations: <http://www.nyseg.com/Outages/dryice.html>

>> **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 situations. NYSEG’s natural gas emergency number is 1.800.572.1121.

>> **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.

>> Outage information: <http://www.nyseg.com/Outages/outageinformation.html>

>> Follow us on Twitter: @NYSEandG www.twitter.com/nyseandg.

>> The next news release will be distributed at 3 p.m.

Rochester, NY – NYSEG has now restored 248,000 of the 286,000 services interrupted as result of damage from Hurricane Irene. (In these figures, customers that have been interrupted and restored more than once are counted for each time they have been interrupted and restored.)

Approximately 38,000 customers are currently without power:

- 19,900 in NYSEG’s Brewster Division (parts of Westchester, Putnam and Dutchess counties).
- 13,600 in NYSEG’s Oneonta Division (parts of Broome, Chenango, Delaware, Greene, Herkimer, Lewis, Madison, Oneida, Otsego, Schoharie and Ulster counties).
- 3,000 in NYSEG’s Plattsburgh Division (parts of Clinton, Essex, Franklin and Hamilton counties).
- 1,800 in NYSEG’s Liberty Division (parts of Sullivan, Orange, Delaware and Ulster counties).
- 30 in NYSEG’s Binghamton Division (all or parts of Broome, Tioga, Chenango and Cortland counties).

Based on the extent of the known damage thus far, NYSEG estimates the following power restoration times:

- **Brewster Division:** Road closures and accessibility issues continue to impede damage assessment and repair work. Except in areas that remain inaccessible, 75% of customers who were without power Tuesday (August 30) are projected to have service restored by late Friday (September 2). The remaining customers in these accessible areas are projected to be restored by late on Wednesday (September 7). The restoration of those customers who are in areas that are currently inaccessible will be dependent upon NYSEG's ability to gain access to assess damage and make repairs.
- **Liberty Division:** 90% of the customers who were without power Tuesday (August 30) are projected to have service restored by Friday night (September 2); all power is projected to be restored by late Saturday (September 3).
- **Binghamton Division:** All power is projected to be restored by midnight Friday (September 2).
- **Plattsburgh Division:** All but approximately 1,000 customers will have power restored by Friday night (September 2); all power is projected to be restored by midnight Saturday (September 3).
- **Oneonta Division:** Road closures and accessibility issues continue to impede damage assessment and repair work. Except in areas that remain inaccessible, 75% of customers who were without power Tuesday (August 30) are projected to have service restored by late Friday (September 2). The remaining customers in these accessible areas are projected to be restored by late on Wednesday (September 7). The restoration of those customers who are in areas that are currently inaccessible will be dependent upon NYSEG's ability to gain access to assess damage and make repairs.

As estimated times of restoration are refined, they will be posted at <http://www.nyseg.com/Outages/outageinformation.html>.

Storm Stats – NYSEG Statewide Service Area

- 424,000 pounds of dry ice and 55,000 gallons of bottled water distributed to customers
- 2,500+ incidents of wires down
- 300+ broken poles
- 27 transmission lines locked out; 19 now back in service
- 19 substations out of service; all now back in service

###

Media Contacts

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FOR IMMEDIATE RELEASE

September 1, 2011 – 3 p.m.

NYSEG Power Restoration Update

>> Dry ice and bottled water locations: <http://www.nyseg.com/Outages/dryice.html>

>> **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 situations. NYSEG’s natural gas emergency number is 1.800.572.1121.

>> **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.

>> Outage information: <http://www.nyseg.com/Outages/outageinformation.html>

>> Follow us on Twitter: @NYSEandG www.twitter.com/nyseandg.

>> The next news release will be distributed at 7 p.m.

Rochester, NY – NYSEG has now restored more than 254,000 of the 286,000 services interrupted as result of damage from Hurricane Irene. (In these figures, customers that have been interrupted and restored more than once are counted for each time they have been interrupted and restored.)

NYSEG’s power restoration team of more than 1,400 that now includes personnel from as far away as California will be on the job 24/7 until all service is restored.

Approximately 31,400 customers are currently without power:

- 16,900 in NYSEG’s Brewster Division (parts of Westchester, Putnam and Dutchess counties).
- 11,400 in NYSEG’s Oneonta Division (parts of Broome, Chenango, Delaware, Greene, Herkimer, Lewis, Madison, Oneida, Otsego, Schoharie and Ulster counties).
- 2,200 in NYSEG’s Plattsburgh Division (parts of Clinton, Essex, Franklin and Hamilton counties).
- 900 in NYSEG’s Liberty Division (parts of Sullivan, Orange, Delaware and Ulster counties).

Power restoration work in NYSEG's Binghamton Division (parts of Broome, Tioga, Chenango and Cortland counties) was completed this morning, although some customers in nearby areas who are served by other NYSEG divisions may be without power.

Based on the extent of the known damage thus far, NYSEG estimates the following power restoration times:

- **Brewster Division:** Road closures and accessibility issues continue to impede damage assessment and repair work. Except in areas that remain inaccessible, 75% of customers who were without power Tuesday (August 30) are projected to have service restored by late Friday (September 2). The remaining customers in these accessible areas are projected to be restored by late on Wednesday (September 7). The restoration of those customers who are in areas that are currently inaccessible will be dependent upon NYSEG's ability to gain access to assess damage and make repairs.
- **Liberty Division:** 90% of customers will have service restored by late tonight (September 1); all power is projected to be restored by Saturday (September 3).
- **Plattsburgh Division:** All but approximately 1,000 customers will have power restored by Friday night (September 2); all power is projected to be restored by midnight Saturday (September 3).
- **Oneonta Division:** Road closures and accessibility issues continue to impede damage assessment and repair work. Except in areas that remain inaccessible, 75% of customers who were without power Tuesday (August 30) are projected to have service restored by late Friday (September 2). The remaining customers in these accessible areas are projected to be restored by late on Wednesday (September 7). The restoration of those customers who are in areas that are currently inaccessible will be dependent upon NYSEG's ability to gain access to assess damage and make repairs.

As estimated times of restoration are refined, they are posted at <http://www.nyseg.com/Outages/outageinformation.html>.

Storm Stats – NYSEG Statewide Service Area

- 544,000 pounds of dry ice and 64,000 gallons of bottled water distributed to customers
- 2,500+ incidents of wires down
- 300+ broken poles
- 27 transmission lines locked out; 22 now back in service
- 19 substations out of service; all now back in service

###

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FOR IMMEDIATE RELEASE

September 1, 2011 – 7 p.m.

NYSEG Power Restoration Update

>> Dry ice and bottled water locations: <http://www.nyseg.com/Outages/dryice.html>

>> **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 situations. NYSEG’s natural gas emergency number is 1.800.572.1121.

>> **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.

>> Outage information: <http://www.nyseg.com/Outages/outageinformation.html>

>> Follow us on Twitter: @NYSEandG www.twitter.com/nyseandg.

>> The next news release will be distributed at 7 a.m. tomorrow.

Rochester, NY – NYSEG has now restored 259,000 of the 286,000 services interrupted as result of damage from Hurricane Irene. (In these figures, customers that have been interrupted and restored more than once are counted for each time they have been interrupted and restored.)

NYSEG’s power restoration team of more than 1,500 that now includes personnel from as far away as Midwest will be on the job 24/7 until all service is restored.

Approximately 27,000 customers are currently without power:

- 13,800 in NYSEG’s Brewster Division (parts of Westchester, Putnam and Dutchess counties).
- 10,900 in NYSEG’s Oneonta Division (parts of Broome, Chenango, Delaware, Greene, Herkimer, Lewis, Madison, Oneida, Otsego, Schoharie and Ulster counties).
- 1,900 in NYSEG’s Plattsburgh Division (parts of Clinton, Essex, Franklin and Hamilton counties).
- 500 in NYSEG’s Liberty Division (parts of Sullivan, Orange, Delaware and Ulster counties).

Power restoration work in NYSEG's Binghamton Division (parts of Broome, Tioga, Chenango and Cortland counties) was completed this morning, although some customers in nearby areas who are served by other NYSEG divisions may be without power.

Based on the extent of the known damage thus far, NYSEG estimates the following power restoration times:

- **Brewster Division:** Road closures and accessibility issues continue to impede damage assessment and repair work. Except in areas that remain inaccessible, 75% of customers who were without power Tuesday (August 30) are projected to have service restored by late Friday (September 2). The remaining customers in these accessible areas are projected to be restored by late on Wednesday (September 7). The restoration of those customers who are in areas that are currently inaccessible will be dependent upon NYSEG's ability to gain access to assess damage and make repairs.
- **Liberty Division:** 90% of customers will have service restored by late tonight (September 1); all power is projected to be restored by Saturday (September 3).
- **Plattsburgh Division:** All but approximately 1,000 customers will have power restored by Friday night (September 2); all power is projected to be restored by midnight Saturday (September 3).
- **Oneonta Division:** Road closures and accessibility issues continue to impede damage assessment and repair work. Except in areas that remain inaccessible, 75% of customers who were without power Tuesday (August 30) are projected to have service restored by late Friday (September 2). The remaining customers in these accessible areas are projected to be restored by late on Wednesday (September 7). The restoration of those customers who are in areas that are currently inaccessible will be dependent upon NYSEG's ability to gain access to assess damage and make repairs.

As estimated times of restoration are refined, they are posted at <http://www.nyseg.com/Outages/outageinformation.html>.

Storm Stats – NYSEG Statewide Service Area

- 544,000 pounds of dry ice and 64,000 gallons of bottled water distributed to customers
- 3,000+ incidents of wires down
- 300+ broken poles
- 27 transmission lines locked out; 23 now back in service
- 19 substations out of service; all now back in service

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FOR IMMEDIATE RELEASE

September 2, 2011 – 7 a.m.

NYSEG Power Restoration Team Grows to More Than 530 Crews, More Than 1,500 People

>> Dry ice and bottled water locations: <http://www.nyseg.com/Outages/dryice.html>

>> **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 situations. NYSEG’s natural gas emergency number is 1.800.572.1121.

>> **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.

>> Outage information: <http://www.nyseg.com/Outages/outageinformation.html>

>> Follow us on Twitter: @NYSEandG www.twitter.com/nyseandg.

>> **The next news release will be distributed at 3 p.m.**

Rochester, NY – NYSEG is continuing to add to its power restoration team. More than 1,500 people, including more than 530 line and tree crews from as far away as the Midwest, are now on the job. The NYSEG team will continue to work 24/7 until all service is restored.

NYSEG has now restored 93% (269,000 out of 289,000) of the services interrupted as result of damage from Hurricane Irene. (In these figures, customers that have been interrupted and restored more than once are counted for each time they have been interrupted and restored.)

Approximately 19,500 customers are currently without power:

- 9,800 in NYSEG’s Brewster Division (parts of Westchester, Putnam and Dutchess counties).
- 8,800 in NYSEG’s Oneonta Division (parts of Broome, Chenango, Delaware, Greene, Herkimer, Lewis, Madison, Oneida, Otsego, Schoharie and Ulster counties).
- 700 in NYSEG’s Plattsburgh Division (parts of Clinton, Essex, Franklin and Hamilton counties).

- 200 in NYSEG's Liberty Division (parts of Sullivan, Orange, Delaware and Ulster counties).

Based on the extent of the known damage thus far, NYSEG estimates the following power restoration times:

- **Brewster Division:** All but approximately 4,000 customers will have power restored by late tonight (September 2). All power is projected to be restored by late Monday (September 4).
- **Liberty Division:** All power is projected to be restored by late today (September 2).
- **Plattsburgh Division:** All but approximately 500 customers who do not have power will have service restored by tonight (September 2). All power is projected to be restored by midnight Saturday (September 3). **NYSEG's Plattsburgh Division customers who do not have power are asked to contact the company at 1.800.572.1131.**
- **Oneonta Division:** Road closures and inaccessibility issues continue to impede damage assessment and the restoration of power to approximately 1,000 customers. Many of the customers in accessible areas who do not have power will have service restored by late tonight (September 2), with all customers in accessible areas projected to have power restored by late Tuesday (September 6). The restoration of service to those customers in inaccessible areas will depend on NYSEG's ability to gain access to assess damage and make repairs.

As estimated times of restoration are refined, they are posted at <http://www.nyseg.com/Outages/outageinformation.html>.

Storm Stats – NYSEG Statewide Service Area

- 544,000 pounds of dry ice and 64,000 gallons of bottled water distributed to customers
- 3,000+ incidents of wires down
- 300+ broken poles
- 27 transmission lines locked out; 24 now back in service
- 19 substations out of service; all now back in service

###

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FOR IMMEDIATE RELEASE

September 2, 2011 – 3 p.m.

NYSEG Power Restoration Team Tops 95% Mark of Services Restored

>> Dry ice and bottled water locations: <http://www.nyseg.com/Outages/dryice.html>

>> **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 situations. NYSEG’s natural gas emergency number is 1.800.572.1121.

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>> Outage information: <http://www.nyseg.com/Outages/outageinformation.html>

>> Follow us on Twitter: @NYSEandG www.twitter.com/nyseandg.

>> **The next news release will be distributed at 7 p.m.**

Rochester, NY – NYSEG’s power restoration team has surpassed the 95% milestone of services restored. Of the 289,000 services interrupted as a result of damage from Hurricane Irene, 275,000 services have been restored. (In these figures, customers that have been interrupted and restored more than once are counted for each time they have been interrupted and restored.)

More than 1,500 people, including nearly 620 line and tree crews from as far away as the Midwest, are now on the job. The NYSEG team will continue to work 24/7 until all service is restored.

Approximately 13,300 customers are currently without power:

- 7,500 in NYSEG’s Brewster Division (parts of Westchester, Putnam and Dutchess counties).
- 5,500 in NYSEG’s Oneonta Division (parts of Broome, Chenango, Delaware, Greene, Herkimer, Madison, Oneida, Otsego, Schoharie and Ulster counties).

- 200 in NYSEG's Plattsburgh Division (parts of Clinton, Essex, Franklin and Hamilton counties).
- 100 in NYSEG's Liberty Division (parts of Sullivan, Orange, Delaware and Ulster counties).

Based on the extent of the known damage thus far, NYSEG estimates the following power restoration times:

- **Brewster Division:** All but approximately 4,000 customers will have power restored by late tonight (September 2). All power is projected to be restored by late Saturday (September 3).
- **Liberty Division:** All power is projected to be restored by late today (September 2).
- **Plattsburgh Division:** All but approximately 150 customers who do not have power will have service restored by tonight (September 2). All power is projected to be restored by midnight Saturday (September 3). **NYSEG's Plattsburgh Division customers who do not have power are asked to contact the company at 1.800.572.1131.**
- **Oneonta Division:** Road closures and inaccessibility issues continue to impede damage assessment and the restoration of power to approximately 1,000 customers. Many of the customers in accessible areas who do not have power will have service restored by late tonight (September 2), with all customers in accessible areas projected to have power restored by late Tuesday (September 6). The restoration of service to those customers in inaccessible areas will depend on NYSEG's ability to gain access to assess damage and make repairs.

As estimated times of restoration are refined, they are posted at <http://www.nyseg.com/Outages/outageinformation.html>.

Storm Stats – NYSEG Statewide Service Area

- 624,000 pounds of dry ice and 65,000 gallons of bottled water distributed to customers
- 3,000+ incidents of wires down
- 300+ broken poles
- 27 transmission lines locked out; 24 now back in service
- 19 substations out of service; all now back in service

###

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FOR IMMEDIATE RELEASE

September 2, 2011 – 7 p.m.

NYSEG Power Restoration Update

>> Dry ice and bottled water locations: <http://www.nyseg.com/Outages/dryice.html>

>> **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 situations. NYSEG’s natural gas emergency number is 1.800.572.1121.

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>> Outage information: <http://www.nyseg.com/Outages/outageinformation.html>

>> Follow us on Twitter: @NYSEandG www.twitter.com/nyseandg.

>> The next news release will be distributed at 8 a.m. tomorrow.

Rochester, NY – NYSEG’s power restoration team has restored 279,000 of the 289,000 services interrupted as a result of damage from Hurricane Irene. (In these figures, customers that have been interrupted and restored more than once are counted for each time they have been interrupted and restored.)

More than 1,500 people, including 620 line and tree crews from as far away as the Midwest, are now on the job. The NYSEG team will continue to work 24/7 until all service is restored.

Approximately 9,700 customers are currently without power:

- 4,200 in NYSEG’s Brewster Division (parts of Westchester, Putnam and Dutchess counties).
- 5,400 in NYSEG’s Oneonta Division (parts of Broome, Chenango, Delaware, Greene, Herkimer, Madison, Oneida, Otsego, Schoharie and Ulster counties).
- 60 in NYSEG’s Plattsburgh Division (parts of Clinton, Essex, Franklin and Hamilton counties).

- 20 in NYSEG's Liberty Division (parts of Sullivan, Orange, Delaware and Ulster counties).

Based on the extent of the known damage thus far, NYSEG estimates the following power restoration times:

- **Brewster Division:** All but approximately 4,000 customers will have power restored by late tonight (September 2). All power is projected to be restored by late Saturday (September 3).
- **Liberty Division:** All power is projected to be restored by late today (September 2).
- **Plattsburgh Division:** All power is projected to be restored by midnight Saturday (September 3). **NYSEG's Plattsburgh Division customers who do not have power are asked to contact the company at 1.800.572.1131.**
- **Oneonta Division:** Road closures and inaccessibility issues continue to impede damage assessment and the restoration of power to approximately 1,000 customers. Many of the customers in accessible areas who do not have power will have service restored by late tonight (September 2), with all customers in accessible areas projected to have power restored by late Monday (September 5). The restoration of service to those customers in inaccessible areas will depend on NYSEG's ability to gain access to assess damage and make repairs.

As estimated times of restoration are refined, they are posted at <http://www.nyseg.com/Outages/outageinformation.html>.

Even after power is restored in each area, customers will continue to see NYSEG and contract crews doing clean-up work and, in some cases, making permanent repairs where temporary repairs were made earlier. NYSEG encourages customers to report any limbs hanging on power lines or situations they believe may be hazardous by calling 1.800.572.1131.

Storm Stats – NYSEG Statewide Service Area

- 624,000 pounds of dry ice and 65,000 gallons of bottled water distributed to customers
- 3,000+ incidents of wires down
- 300+ broken poles
- 27 transmission lines locked out; 24 now back in service
- 19 substations out of service; all now back in service

###

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FOR IMMEDIATE RELEASE

September 3, 2011 – 8 a.m.

NYSEG Power Restoration Update

>> Dry ice and bottled water locations: <http://www.nyseg.com/Outages/dryice.html>

>> **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 situations. NYSEG’s natural gas emergency number is 1.800.572.1121.

>> **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.

>> Outage information: <http://www.nyseg.com/Outages/outageinformation.html>

>> Follow us on Twitter: @NYSEandG www.twitter.com/nyseandg.

>> **The next news release will be distributed at 8 p.m.**

Rochester, NY – NYSEG’s power restoration team has restored more than 282,000 of the 289,000 services interrupted as a result of damage from Hurricane Irene. (In these figures, customers that have been interrupted and restored more than once are counted for each time they have been interrupted and restored.) Power restoration work in NYSEG’s Liberty and Plattsburgh divisions was completed last night except for approximately 20 customers in each division.

More than 1,500 people, including approximately 640 line and tree crews from as far away as the Midwest, are now on the job. The NYSEG team will continue to work 24/7 until all service is restored.

Approximately 6,300 customers are currently without power:

- 2,000 in NYSEG’s Brewster Division (parts of Westchester, Putnam and Dutchess counties).
- 4,300 in NYSEG’s Oneonta Division (parts of Broome, Chenango, Delaware, Greene, Herkimer, Madison, Oneida, Otsego, Schoharie and Ulster counties).

Based on the extent of the known damage thus far, NYSEG estimates the following power restoration times:

- **Brewster Division:** All power is projected to be restored by late tonight (September 3).
- **Oneonta Division:** Road closures and inaccessibility issues continue to impede damage assessment and the restoration of power to approximately 1,000 customers. All customers without power in the accessible areas are projected to have power restored by late Monday (September 5). The restoration of service to those customers in inaccessible areas will depend on NYSEG's ability to gain access to assess damage and make repairs.

As estimated times of restoration are refined, they are posted at <http://www.nyseg.com/Outages/outageinformation.html>.

Even after power is restored in each area, customers will continue to see NYSEG and contract crews doing clean-up work and, in some cases, making permanent repairs where temporary repairs were made earlier. NYSEG encourages customers to report any limbs hanging on power lines or situations they believe may be hazardous by calling 1.800.572.1131.

Customers who do not have power in NYSEG's Plattsburgh and Liberty divisions are also asked to call 1.800.572.1131.

Storm Stats – NYSEG Statewide Service Area

- 624,000 pounds of dry ice and 65,000 gallons of bottled water distributed to customers
- 3,000+ incidents of wires down
- 300+ broken poles
- 27 transmission lines locked out; 26 now back in service
- 19 substations out of service; all now back in service

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FOR IMMEDIATE RELEASE

September 3, 2011 – 8 p.m.

This is the final news release for this event.

NYSEG Hits 99% Mark for Service Restorations

Crews Will Remain on the Job 24/7 Until All Power Is Back On

>> Dry ice and bottled water locations: <http://www.nyseg.com/Outages/dryice.html>

>> **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 situations. NYSEG’s natural gas emergency number is 1.800.572.1121.

>> **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.

>> Outage information: <http://www.nyseg.com/Outages/outageinformation.html>

>> Follow us on Twitter: @NYSEandG www.twitter.com/nyseandg.

Rochester, NY – NYSEG’s power restoration team has restored 99% (287,000 of 290,000) of the services interrupted as a result of damage from Hurricane Irene. (In these figures, customers that have been interrupted and restored more than once are counted for each time they have been interrupted and restored.)

More than 1,500 people, including approximately 530 line and tree crews from as far away as the Midwest, are on the job. The NYSEG team will continue to work 24/7 until all service is restored.

Approximately 3,200 customers are currently without power:

- 300 in NYSEG’s Brewster Division (parts of Westchester, Putnam and Dutchess counties). All power is projected to be restored by late tonight (September 3).
- 2,900 in NYSEG’s Oneonta Division (parts of Broome, Chenango, Delaware, Greene, Herkimer, Madison, Oneida, Otsego, Schoharie and Ulster counties). Road closures and inaccessibility issues continue to impede damage assessment and the restoration of power

to approximately 1,000 customers. All customers without power in the accessible areas are projected to have power restored by late Monday (September 5). The restoration of service to those customers in inaccessible areas will depend on NYSEG's ability to gain access to assess damage and make repairs.

Service has been restored to all Liberty and Plattsburgh division NYSEG customers who were without power as a result of damage from Hurricane Irene.

Even after power is restored in each area, customers will continue to see NYSEG and contract crews doing clean-up work and, in some cases, making permanent repairs where temporary repairs were made earlier. NYSEG encourages customers to report any limbs hanging on power lines or situations they believe may be hazardous by calling 1.800.572.1131.

NYSEG is keeping close watch on the potential for severe thunderstorms and heavy rain to affect parts of its service area through the weekend and into early next week. These storms could cause new power interruptions and customers should be prepared.

Storm Stats – NYSEG Statewide Service Area

- 664,000 pounds of dry ice and 75,000 gallons of bottled water distributed to customers
- 3,000+ incidents of wires down
- 300+ broken poles
- 27 transmission lines locked out; 26 now back in service
- 19 substations out of service; all now back in service

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