



NEWS RELEASE

Appendix J. Irene Media Releases

FOR IMMEDIATE RELEASE

September 6, 2011

NYSEG Encourages Customers in Flood-Prone Areas to Consider How Utility Services Could Be Affected

Rochester, NY – With the possibility of heavy rain and flooding as Tropical Storm Lee bears down on the Northeast, NYSEG encourages customers in flood-prone areas – and even customers who experience persistent basement flooding – to consider how their electricity and natural gas services could be affected by high water. By taking appropriate actions, customers affected by flooding can ensure their safety and lessen potential property damage.

NYSEG offers customers the following tips:

>> If flooding of a home or business has already occurred or is about to occur, customers should contact their utilities to have electricity and natural gas service turned off. Customers should never attempt to turn off electricity and natural gas service.

>> Stay out of flooded basements. Energized wiring or outlets below the water line may pose a hazard; natural gas service in a flooded basement may also pose a danger.

>> To have electricity service restored once flood waters have receded: Customers should contact their utility to discuss specific circumstances; a safety inspection by a certified electrical inspector may be necessary before service can be restored. Someone must be present for service to be turned on, the basement must be free of water and the electrical panel must be clean and free of debris. Customers and contractors should never attempt to turn on electricity service.

>> To have natural gas service restored once flood waters have receded: If the natural gas meter and/or regulator were under water, customers must first contact their natural gas company. If any natural gas equipment (furnace, boiler, water heater, etc.) has been under water, they need to contact a plumbing and heating contractor to have the equipment checked. Customers can then contact their natural gas company to have service restored. Customers and contractors should never attempt to turn on natural gas service.

NYSEG also reminds customers:

- If you smell natural gas, get up, get out and call your natural gas company from another location. Do not light matches, use any electrical appliances, turn lights on or off, or use the phone at the location of the suspected leak – any of these actions could provide a source of ignition for any natural gas that is present.

- Stay away from downed power lines. Even lines that appear “dead” can be deadly.

>> To report electric emergencies and power interruptions, NYSEG customers should call 1.800.572.1131; to report natural gas emergencies, 1.800.572.1121.

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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

September 7, 2011

NYSEG Encourages Customers in Flood-Prone Areas to Consider How Utility Services Could Be Affected

Rochester, NY – With the possibility of heavy rain and flooding as Tropical Storm Lee bears down on the Northeast, NYSEG encourages customers in flood-prone areas – and even customers who experience persistent basement flooding – to consider how their electricity and natural gas services could be affected by high water. By taking appropriate actions, customers affected by flooding can ensure their safety and lessen potential property damage.

NYSEG offers customers the following tips:

>> If flooding of a home or business has already occurred or is about to occur, customers should contact their utilities to have electricity and natural gas service turned off. Customers should never attempt to turn off electricity and natural gas service.

>> Stay out of flooded basements. Energized wiring or outlets below the water line may pose a hazard; natural gas service in a flooded basement may also pose a danger.

>> To have electricity service restored once flood waters have receded: Customers should contact their utility to discuss specific circumstances; a safety inspection by a certified electrical inspector may be necessary before service can be restored. Someone must be present for service to be turned on, the basement must be free of water and the electrical panel must be clean and free of debris. Customers and contractors should never attempt to turn on electricity service.

>> To have natural gas service restored once flood waters have receded: If the natural gas meter and/or regulator were under water, customers must first contact their natural gas company. If any natural gas equipment (furnace, boiler, water heater, etc.) has been under water, they need to contact a plumbing and heating contractor to have the equipment checked. Customers can then contact their natural gas company to have service restored. Customers and contractors should never attempt to turn on natural gas service.

NYSEG also reminds customers:

- If you smell natural gas, get up, get out and call your natural gas company from another location. Do not light matches, use any electrical appliances, turn lights on or off, or use the phone at the

location of the suspected leak – any of these actions could provide a source of ignition for any natural gas that is present.

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FOR IMMEDIATE RELEASE

September 8, 2011

NYSEG Crews Working to Ensure Public Safety in Flooded Areas

>> To report electric emergencies and power interruptions, NYSEG customers should call 1.800.572.1131; to report natural gas emergencies, 1.800.572.1121.

Binghamton, NY – NYSEG crews from across the state have converged on the Southern Tier to ensure customers are safe as flood waters are surpassing record 2006 levels in some locales.

As a result of flooding, NYSEG has already shut down six electric substations in Broome and Tioga counties for safety reasons and turned off electricity and/or natural gas service to hundreds of homes and businesses in communities across the Southern Tier including Binghamton, Vestal, Johnson City, Owego, Walton, Deposit and Wellsburg. Substations in Bainbridge and Sidney may also need to be shut down because of flooding.

The public should be aware that:

- Electricity and natural gas service may still be on in some flooded areas. Before people re-enter these areas, they should check on the status of utility services with public officials or NYSEG to make sure they stay safe.
- In the process of shutting off electricity service to flooded areas, some other services in areas that are not flooded may be affected.

“Conditions are much worse than in 2006 when it took considerable time for us to restore service,” said Mark S. Lynch, president of NYSEG and RG&E. “Once NYSEG can gain access to flooded areas, the company can assess damage to its electricity and natural gas delivery systems and begin repairs.”

NYSEG offers customers the following tips:

>> If flooding of a home or business has already occurred or is about to occur, customers should contact their utilities to have electricity and natural gas service turned off. Customers should never attempt to turn off electricity and natural gas service.

>> Stay out of flooded basements! Energized wiring or outlets below the water line may pose a hazard; natural gas service in a flooded basement may also pose a danger.

>> To have electricity service restored once flood waters have receded: Customers should contact their utility to discuss specific circumstances; a safety inspection by a certified electrical inspector may be necessary before service can be restored. Someone must be present for service to be turned on, the basement must be free of water and the electrical panel must be clean and free of debris. Customers and contractors should never attempt to turn on electricity service.

>> To have natural gas service restored once flood waters have receded: If the natural gas meter and/or regulator were under water, customers must first contact their natural gas company. If any natural gas equipment (furnace, boiler, water heater, etc.) has been under water, they need to contact a plumbing and heating contractor to have the equipment checked. Customers can then contact their natural gas company to have service restored. Customers and contractors should never attempt to turn on natural gas service.

NYSEG also reminds customers:

- If you smell natural gas, get up, get out and call your natural gas company or 911 from another location. Do not light matches, use any electrical appliances, turn lights on or off, or use the phone at the location of the suspected leak – any of these actions could provide a source of ignition for any natural gas that is present.

- Stay away from downed power lines. Even lines that appear “dead” can be deadly.

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Media Contact: Clayton Ellis
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FOR IMMEDIATE RELEASE

September 9, 2011

NYSEG Assembles Team of 500 to Restore Electricity and Natural Gas Service

>> To report electric emergencies and power interruptions, NYSEG customers should call 1.800.572.1131; to report natural gas emergencies, 1.800.572.1121.

>> If you smell natural gas, get up, get out and call your natural gas company or 911 from another location. Do not light matches, use any electrical appliances, turn lights on or off, or use the phone at the location of the suspected leak – any of these actions could provide a source of ignition for any natural gas that is present.

>> Stay out of flooded basements! Energized wiring or outlets below the water line may pose a hazard; natural gas service in a flooded basement may also pose a danger.

>> Stay away from downed power lines. Even lines that appear “dead” can be deadly.

Binghamton, NY – NYSEG has assembled more than 500 damage assessment and service restoration personnel, some from other regions of New York and Maine, in the Binghamton and Oneonta areas to speed the restoration of services to customers once floodwaters recede.

“We have surveyed the damage to our facilities from the air and we have plans in place to deal with a multitude of infrastructure problems,” said Mark S. Lynch, president of NYSEG and RG&E, who got a first-hand look at the devastation today. “We know that the flooding is much worse than in 2006 when it took considerable time to make repairs. What we don’t know is how quickly the floodwaters will recede and whether there will then be access problems.”

“We have a massive restoration project ahead of us, and while we are intensely focused on that job, our thoughts are also with our customers whose homes and businesses have been directly affected by the flooding,” Lynch said.

As of 11 a.m., approximately 15,500 NYSEG electricity customers in the Binghamton Division and 2,000 customers in the Oneonta Division are without service. As a result of turnoffs and the natural gas main break in Vestal (see below), approximately 4,200 customers are without natural gas service, primarily in the Binghamton region. This figure is likely to increase as NYSEG is able to gain access to areas such as Owego where as many as 5,000 to 6,000 natural gas customers may be affected.

Here's a run down of NYSEG's service restoration plans:

Castle Gardens Substation (Flooded)

3,600 customers without electricity service

Once floodwaters recede and access to the site is permitted, NYSEG will move in and connect a portable substation to restore service where conditions permit.

Goudey Substation (Flooded)

1,200 customers without electricity service

Once floodwaters recede and access to the site is permitted, NYSEG will assess damage to the facility and make any necessary repairs.

Lounsberry Substation (Flooded)

2,000 customers without electricity service

Once floodwaters recede and access to the site is permitted, NYSEG will move in and connect a portable substation to restore service where conditions permit.

Maine Substation (Flooded)

Repairs have been made, the substation has been re-energized and service has been restored to 1,400 customers.

South Owego Substation (Affected by flooding at Goudey Substation and transmission line issues)

5,500 customers without electricity service

NYSEG plans to set up an alternate feed to restore service to customers where conditions permit.

Sidney (Railroad Street) Substation (Flooded)

1,700 customers without power

Once floodwaters recede and access to the site is permitted, NYSEG will assess damage to the facility and make any necessary repairs.

While NYSEG's Bainbridge and Jennison substations have also been affected by floodwaters, no customers served directly by those substations are currently without service.

Natural Gas Main Repairs – Vestal

A natural gas main break as a result of a wash out in Vestal yesterday has left approximately 1,300 customers without service. NYSEG personnel have gone door to door to shut off individual services in preparation to make repairs and restore service to the main. Once repairs to the main are complete, NYSEG personnel will have to go door to door again to begin restoration to individual services to customers that are ready for service. NYSEG expects to complete restoration of services over the weekend.

For those customers whose homes or businesses have been flooded ...

>> To have electricity service restored once flood waters have receded: Customers should contact their utility to discuss specific circumstances; a safety inspection by a certified electrical

inspector may be necessary before service can be restored. Someone must be present for service to be turned on, the basement must be free of water and the electrical panel must be clean and free of debris. Customers and contractors should never attempt to turn on electricity service.

>> To have natural gas service restored once flood waters have receded: If the natural gas meter and/or regulator were under water, customers must first contact their natural gas company. If any natural gas equipment (furnace, boiler, water heater, etc.) has been under water, they need to contact a plumbing and heating contractor to have the equipment checked. Customers can then contact their natural gas company to have service restored. Customers and contractors should never attempt to turn on natural gas service.

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FOR IMMEDIATE RELEASE

September 10, 2011
6 p.m.

NYSEG Team Eager to Begin Repair Work in Earnest ***While Some Services Have Been Restored, High Water Hampers Efforts***

>> To report electric emergencies and power interruptions, NYSEG customers should call 1.800.572.1131; to report natural gas emergencies, 1.800.572.1121.

>> If you smell natural gas, get up, get out and call your natural gas company or 911 from another location. Do not light matches, use any electrical appliances, turn lights on or off, or use the phone at the location of the suspected leak – any of these actions could provide a source of ignition for any natural gas that is present.

>> Stay out of flooded basements! Energized wiring or outlets below the water line may pose a hazard; natural gas service in a flooded basement may also pose a danger.

>> Stay away from downed power lines. Even lines that appear “dead” can be deadly.

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

Binghamton, NY – While record river levels have dropped dramatically, in some instances high water is still holding back NYSEG’s team of damage assessment and service restoration personnel that has grown to more than 600 – some from as far away as Maine.

“We continue to survey the damage to our facilities from the air, we have a plan of action in place based on what we know now and our team is ready to spring into action as soon as the water drops and we can access areas that are currently flooded,” said Mark S. Lynch, president of NYSEG and RG&E, who got a first-hand look at the devastation yesterday. “We have a lot of work ahead of us, but we’re ready to restore service safely and as quickly as possible.”

NYSEG is working closely with county and municipal leaders to carefully coordinate joint “re-entry” plans into flooded areas. As waters continue to recede, NYSEG is conducting on-going damage assessment on facilities as they become accessible. Mobile substations that were safely staged just outside of flooded areas are being relocated closer to substations for eventual re-energizing of the substations when waters recede. The company has established joint electric and natural gas task forces to safely coordinate restoration efforts. Due to the uncertainty of the receding water

levels and ensuring coordination with government officials, estimated times of restoration are not available at this time.

Where possible, NYSEG has begun to restore service to customers. As a result of this work, some customers that were not impacted by the flood and did not lose natural gas or electricity service may experience service interruptions as repairs are being made to the system. This is of critical importance to ensure the safety of our customers and service workers.

Approximately 13,000 NYSEG electricity customers in the Binghamton Division and 650 electricity customers in the Oneonta Division are without service. As a result of turnoffs (Conklin, Binghamton, Vestal, Endwell, Johnson City, Candor, Deposit, Walton, Wellsburg) and the natural gas main break in Vestal (see below), approximately 5,200 customers are without natural gas service, primarily in the Binghamton region. This figure is likely to increase as NYSEG is able to gain access to areas such as Owego where as many as 5,000 to 6,000 natural gas customers may be affected.

Here's a run down of NYSEG's service restoration plans:

Castle Gardens Substation (Flooded)

3,600 customers without electricity service

Once floodwaters recede and access to the site is permitted, NYSEG will move in and connect a portable substation to restore service where conditions permit.

Goudey Substation (Flooded)

750 customers without electricity service

Once floodwaters recede and access to the site is permitted, NYSEG will assess damage to the facility and make any necessary repairs.

Lounsberry Substation (Flooded)

2,000 customers without electricity service

Once floodwaters recede and access to the site is permitted, NYSEG will connect a portable substation to restore service where conditions permit.

Owego (Lower) Substation (Flooded)

850 customers without electricity service

Once floodwaters recede and access to the site is permitted, NYSEG will assess damage to the facility and make any necessary repairs.

Sidney (Railroad Street) Substation (Flooded)

650 customers without power

NYSEG was able to energize portions of the two circuits in this area, restoring service to more than 1,000 customers. NYSEG is working to restore additional services where conditions permit.

South Owego Substation (Affected by flooding at Goudey Substation and transmission line issues)

700 customers without electricity service

NYSEG plans to set up an alternate feed to restore service to customers where conditions permit.

Apalachin Substation (Transmission line issues)

820 customers without electricity service

Bodle Hill Substation and Bodle Hill Tap (Transmission line issues)

2,300 customers without electricity service

Natural Gas Main Repairs – Vestal and Vestal Center

A natural gas main break as a result of a wash out in Vestal and Vestal Center (along South Main Street) on Thursday has left approximately 1,300 customers without service. NYSEG personnel have gone door to door to shut off individual services in preparation to make repairs and restore service to the main. Once repairs to the main are complete, NYSEG personnel will have to go door to door again to begin restoration to individual services to customers that are ready for service. NYSEG expects the majority of service restorations to be completed by late Sunday and the remainder on Monday.

NYSEG continues to provide dry ice and bottled water to customers. Thus far, more than 185,000 pounds of dry ice and 47,000 bottles of water have been distributed.

For those customers whose homes or businesses have been flooded ...

>> To have electricity service restored once flood waters have receded: Customers should contact their utility to discuss specific circumstances; a safety inspection by a certified electrical inspector may be necessary before service can be restored. Someone must be present for service to be turned on, the basement must be free of water and the electrical panel must be clean and free of debris. Customers and contractors should never attempt to turn on electricity service.

>> To have natural gas service restored once flood waters have receded: If the natural gas meter and/or regulator were under water, customers must first contact their natural gas company. If any natural gas equipment (furnace, boiler, water heater, etc.) has been under water, they need to contact a plumbing and heating contractor to have the equipment checked. Customers can then contact their natural gas company to have service restored. Customers and contractors should never attempt to turn on natural gas service.

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FOR IMMEDIATE RELEASE

September 11, 2011

NYSEG Has Restored Thousands of Services Where Floodwaters Have Receded and Access Is Possible

>> To report electric emergencies and power interruptions, NYSEG customers should call 1.800.572.1131; to report natural gas emergencies, 1.800.572.1121.

>> If you smell natural gas, get up, get out and call your natural gas company or 911 from another location. Do not light matches, use any electrical appliances, turn lights on or off, or use the phone at the location of the suspected leak – any of these actions could provide a source of ignition for any natural gas that is present.

>> Stay out of flooded basements! Energized wiring or outlets below the water line may pose a hazard; natural gas service in a flooded basement may also pose a danger.

>> Stay away from downed power lines. Even lines that appear “dead” can be deadly.

>> Dry ice and bottled water locations: <http://www.nyseg.com/Outages/default.html>. Thus far, more than 276,000 pounds of dry ice and 58,000 gallons of bottled water have been distributed.

Binghamton, NY – NYSEG’s team of more than 600 employees in the Binghamton Division are making progress restoring electricity and natural gas services interrupted as a result of unprecedented flooding caused by Tropical Storm Lee’s assault on the Northeast. A total of approximately 44,000 NYSEG electricity customers and 8,000 NYSEG natural gas customers were impacted as a result of the flooding. NYSEG has restored service to approximately 29,000 electricity customers and continues to make repairs and inspections of affected natural gas facilities.

“Floodwaters have receded more quickly than expected in some areas and that has enabled us to work with county and municipal officials to begin the labor-intensive process of restoring services,” said Mark S. Lynch, president of NYSEG and RG&E. “Knowing that some locations will remain inaccessible perhaps for days and based on the damage we know about now, both to our systems and our customers’ homes and businesses, the totality of our work will be measured in days and perhaps weeks.”

Working in Concert With County and Municipal Leaders to Ensure Safety

NYSEG is working closely with county and municipal leaders to carefully coordinate joint “re-entry” plans into flooded areas. As waters continue to recede, NYSEG is conducting on-going damage assessment on facilities as they become accessible. The company has established joint electricity and natural gas task forces to safely coordinate restoration efforts. Due to the uncertainty of the receding water levels and ensuring coordination with government officials, estimated times of restoration are not available at this time.

Where possible, NYSEG has begun to restore service to customers. As a result of this work, some customers that were not impacted by the flood and did not lose natural gas or electricity service may experience service interruptions as repairs are being made to the system. This is of critical importance to ensure the safety of our customers and service workers.

For those customers whose homes or businesses have been flooded ...

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Current Numbers of Customers Without Service

Approximately 13,600 NYSEG electricity customers in the Binghamton Division are without service.

Approximately 8,000 NYSEG natural gas customers are impacted from flooding in Apalachin, Conklin, Binghamton, Vestal, Endicott, Endwell, Johnson City, Candor and Kirkwood.

NYSEG’s Restoration Plans for Flooded Substations:

- Castle Gardens

NYSEG has gained access to the site and is in the process of connecting a portable substation to re-establish the source supply for the distribution circuits. Once the portable substation has been energized, NYSEG will begin restoring the distribution circuits where conditions permit and in conjunction with natural gas restoration efforts.

- Goudey

NYSEG has energized all portions of the distribution circuit originating at this substation and is working to restore additional services where conditions permit.

- Lounsberry

NYSEG is in the process of connecting a portable substation to re-establish the source supply for the distribution circuits. Once the portable substation has been energized, NYSEG will begin restoring the distribution circuits where conditions permit.

- Owego (Lower)

Once floodwaters recede and access to the site is permitted, NYSEG will assess damage to the facility and make any necessary repairs.

NYSEG's Restoration Plans for Substations Affected by Transmission Line Issues:

- South Owego Substation

NYSEG has gained access to the site and is in the process of connecting a portable substation to re-establish the source supply for South Owego, Apalachin and Bodle Hill areas.

Natural Gas Main Repairs – Vestal and Vestal Center

A natural gas main break as a result of a wash out in Vestal and Vestal Center (along South Main Street) on Thursday has left approximately 1,300 customers without service. NYSEG personnel have gone door to door to shut off individual services in preparation to make repairs and restore service to the main. Repairs to the main are complete and NYSEG personnel have started to go door to door to begin restoring service to customers who are ready for service. NYSEG expects the majority of service restorations to be completed by late Sunday and the remainder on Monday.

Plans for Restoring Natural Gas Service in the Village of Owego

The Village of Owego was devastated by floodwaters from the Susquehanna River. Now that floodwaters have receded, NYSEG is shutting off services, assessing damage to the natural gas delivery system and developing plans for restoring service. Part of the village is served by a medium-pressure natural gas system and other parts are served by a low-pressure system. Customers served by the low-pressure system will be without services for considerably longer than those served by the medium-pressure system.

Note: Electricity **transmission lines** are high-voltage lines that carry power over long distances. These transmission lines enter **substations** where the voltage of the power is reduced. The lower-voltage power then exits the substations into the **distribution lines** that serve homes and businesses. Together, transmission lines and substations are the backbone of the electricity delivery system.

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FOR IMMEDIATE RELEASE

September 12, 2011

NYSEG Team, Now 800 Strong, Continuing to Restore Services Where Conditions Permit

>> To report electric emergencies and power interruptions, NYSEG customers should call 1.800.572.1131; to report natural gas emergencies, 1.800.572.1121.

>> If you smell natural gas, get up, get out and call your natural gas company or 911 from another location. Do not light matches, use any electrical appliances, turn lights on or off, or use the phone at the location of the suspected leak – any of these actions could provide a source of ignition for any natural gas that is present.

>> Stay out of flooded basements! Energized wiring or outlets below the water line may pose a hazard; natural gas service in a flooded basement may also pose a danger.

>> Stay away from downed power lines. Even lines that appear “dead” can be deadly.

>> Dry ice and bottled water locations: <http://www.nyseg.com/Outages/default.html>. Thus far, more than 348,000 pounds of dry ice and 62,000 gallons of bottled water have been distributed.

Binghamton, NY – NYSEG’s flood response team that has grown to more than 800 has restored electricity service to approximately 35,000 of the 44,000 customers affected by unprecedented flooding caused by Tropical Storm Lee. Workers are continuing to make repairs and inspect natural gas facilities. Approximately 8,000 natural gas customers are impacted from flooding in Apalachin, Conklin, Binghamton, Vestal, Endicott, Endwell, Johnson City, Candor and Kirkwood.

Where conditions permit, NYSEG is prepared to have 90% of the natural gas and electricity system restored by Saturday. Full restoration is based on local codes, requirements and directives; safe and adequate access to remaining areas; and proper repair of customer-owned equipment.

Working in Concert With County and Municipal Leaders to Ensure Safety

NYSEG is continuing to work closely with county and municipal leaders to carefully coordinate joint “re-entry” plans into flooded areas. Now that floodwaters have receded, NYSEG is conducting ongoing damage assessment on facilities as they become accessible. The company has established joint electricity and natural gas task forces to safely coordinate service restoration efforts.

Where possible, NYSEG has begun to restore service to customers. As a result of this work, some customers that were not impacted by the flood and did not lose natural gas or electricity service may experience service interruptions as repairs are being made to the system. This is of critical importance to ensure the safety of our customers and service workers. NYSEG must also follow municipal directives to shut off service if necessary.

Status of NYSEG Substations

Castle Gardens: NYSEG has connected and energized a portable substation to re-establish the source supply for the distribution circuits that originate at the substation and serve customers. NYSEG has begun restoring services on these circuits where conditions permit and in conjunction with natural gas restoration efforts.

Goudey: NYSEG was able to restore service to all but approximately 200 customers served by this substation where conditions permitted.

Lounsberry: NYSEG has connected and energized a portable substation to re-establish the source of supply to one of the two distribution circuits that originate at the substation and serve customers. NYSEG has begun restoring services on these circuits where conditions permit. Further restoration efforts include flying a line across the river by helicopter or using a second mobile substation.

Owego (Lower): NYSEG now has access to the site, will assess damage to the facility and make any necessary repairs. Approximately 400 customers have had service restored through an alternate feed.

Natural Gas Main Repairs – Vestal

A natural gas main break as a result of a wash out in Vestal (Main Street) has been repaired. Service was restored yesterday to some of the 1,300 customers who were affected by the main break. Service to the remainder of customers is expected to be restored tonight unless customers were not at home earlier to be reconnected.

Plans for Restoring Natural Gas Service in the Village of Owego

The Village of Owego was devastated by floodwaters from the Susquehanna River. Now that floodwaters have receded, NYSEG is shutting off services, and has made good progress in assessing damage to the natural gas delivery system and developing plans for restoring service. Part of the village is served by a medium-pressure natural gas system and other parts are served by a low-pressure system. Customers served by the low-pressure system will be without services for considerably longer than those served by the medium-pressure system.

Note: Electricity **transmission lines** are high-voltage lines that carry power over long distances. These transmission lines enter **substations** where the voltage of the power is reduced. The lower-voltage power then exits the substations into the **distribution lines** that serve homes and businesses. Together, transmission lines and substations are the backbone of the electricity delivery system.

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FOR IMMEDIATE RELEASE

September 13, 2011

NYSEG Has Restored Power to 90% of Customers Who Lost Service as a Result of Tropical Storm Lee

>> To report electric emergencies and power interruptions, NYSEG customers should call 1.800.572.1131; to report natural gas emergencies, 1.800.572.1121.

>> If you smell natural gas, get up, get out and call your natural gas company or 911 from another location. Do not light matches, use any electrical appliances, turn lights on or off, or use the phone at the location of the suspected leak – any of these actions could provide a source of ignition for any natural gas that is present.

>> Stay out of flooded basements! Energized wiring or outlets below the water line may pose a hazard; natural gas service in a flooded basement may also pose a danger.

>> Stay away from downed power lines. Even lines that appear “dead” can be deadly.

>> Dry ice and bottled water locations: <http://www.nyseg.com/Outages/default.html>. Thus far, NYSEG has distributed more than 392,000 pounds of dry ice and 71,000 gallons of bottled water. NYSEG is also providing masks and gloves at dry ice/bottled water locations to assist customers with clean-up work.

Binghamton, NY – NYSEG has restored electricity service to more than 40,000 of the 44,000 customers who lost power as a result of flooding and other damage from Tropical Storm Lee. Approximately 8,000 natural gas customers are without service as a result of flooding in Apalachin, Conklin, Binghamton, Vestal, Endicott, Endwell, Johnson City, Candor and Kirkwood.

Where conditions permit:

- NYSEG’s flood response team of 850-plus is continuing to restore electricity service.
- NYSEG is prepared to have 90% of the natural gas system restored by Saturday. Full restoration is dependent on local codes, requirements and directives; safe and adequate access to remaining areas; proper repair of customer-owned equipment.

Status of NYSEG Substations

- **Castle Gardens:** Using a portable substation at the Castle Gardens site, NYSEG has restored electricity service to approximately 2,800 of the 3,600 customers who lost service when the substation was flooded.

- **Goudey:** NYSEG has restored electricity service to nearly 2,800 of the 3,000 customers who lost service when the substation was flooded.
- **Lounsberry:** Using a portable substation at the Lounsberry site, NYSEG has restored electricity service to nearly 1,300 of the 2,000 customers who lost service when the substation was flooded. To continue restoration of service to customers served by this substation, NYSEG is running a new power line from across the river to the substation or bringing in a second mobile substation.
- **Owego (Lower):** NYSEG has restored electricity service to nearly 200 of the 850 customers who lost service when the substation was flooded.
- **South Owego:** Electricity service has been restored to all 700 customers who lost service as a result of transmission line issues.
- **Apalachin:** Electricity service has been restored to all but one of the nearly 820 customers who lost service as a result of transmission line issues.
- **Bodle Hill and Bodle Hill Tap:** Electricity service has been restored to all but 11 of the more than 3,100 customers who lost service as a result of transmission line issues.

Natural Gas Main Repairs – Vestal

A natural gas main break as a result of a wash out on Main Street in Vestal has been repaired. Service has been restored to many of the 1,300 customers who were affected by the main break. Service to the remainder of customers is expected to be restored today unless NYSEG cannot gain access to homes or businesses.

Plans for Restoring Natural Gas Service in the Village of Owego

The Village of Owego was devastated by floodwaters from the Susquehanna River. Now that floodwaters have receded, NYSEG is shutting off natural gas services, has made good progress in assessing damage to the natural gas delivery system and is developing plans for restoring service. Part of the village is served by a medium-pressure natural gas system and other parts are served by a low-pressure system. Customers served by the low-pressure system will be without service for considerably longer than those served by the medium-pressure system.

Note: Electricity **transmission lines** are high-voltage lines that carry power over long distances. These transmission lines enter **substations** where the voltage of the power is reduced. The lower-voltage power then exits the substations into the **distribution lines** that serve homes and businesses. Together, transmission lines and substations are the backbone of the electricity delivery system.

###

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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

September 13, 2011

NYSEG Outlines Process for Having Services Restored in Areas That Have Been Flooded

Binghamton, NY – NYSEG is working closely with county and municipal officials to restore electricity and natural gas services safely and as quickly as possible in areas that have been flooded. Once NYSEG is permitted to enter areas that have been flooded, the company can assess damage to utility equipment and implement plans to restore individual services where conditions permit.

NYSEG offers the following information to customers who are located in areas that NYSEG is permitted to enter and who are ready to have service restored.

To have ELECTRICITY SERVICE restored call 1.800.453.1931. (Electricity service must be restored before natural gas service can be restored.) The following conditions must exist:

- The customer must be present for the crew to reconnect the service.
- The basement must be free of water.
- The electric panel must be clean and free of debris.
- If the electric equipment has been under water, the customer must have the main fuse box/circuit breaker box inspected by a Certified Electrical Inspector. **(Please note that requirements may vary by county and municipality. Contact your local code enforcement department for more information.)**

To have NATURAL GAS SERVICE restored call 1.800.453.1931. The following conditions must exist:

- The customer must be present for the crew to reconnect the service.
- The basement must be free of standing water.
- NYSEG crews will check the condition of NYSEG equipment.
- At least one natural gas appliance not affected by the flood must be ready to light. For safety reasons, the customer will need to have a plumbing or heating contractor make sure the gas appliances affected by the flood are in working order before we can reconnect and relight the pilots.
- Under no circumstances should anyone other than a NYSEG employee attempt to turn on natural gas service.

Important information for customers affected by the flood:

- If you smell natural gas, get up, get out and call us from a neighbor's phone at 1.800.572.1121 or call 911.
- If your home or business has been condemned or if you are not going to need electricity and/or natural gas service for an extended period, call us at 1.800.453.1931 so we can turn off your service. This will discontinue your bills while you are out of service.

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FOR IMMEDIATE RELEASE

September 14, 2011

NYSEG's Flood Response Army Making Good Progress Restoring Electricity Service

>> To report electric emergencies and power interruptions, NYSEG customers should call 1.800.572.1131; to report natural gas emergencies, 1.800.572.1121.

>> If you smell natural gas, get up, get out and call your natural gas company or 911 from another location. Do not light matches, use any electrical appliances, turn lights on or off, or use the phone at the location of the suspected leak – any of these actions could provide a source of ignition for any natural gas that is present.

>> Stay out of flooded basements! Energized wiring or outlets below the water line may pose a hazard; natural gas service in a flooded basement may also pose a danger.

>> Stay away from downed power lines. Even lines that appear “dead” can be deadly.

>> Dry ice and bottled water locations: <http://www.nyseg.com/Outages/dryice.html>. Thus far, NYSEG has distributed more than 438,000 pounds of dry ice and 80,000 gallons of bottled water.

Binghamton, NY – NYSEG has restored electricity service to more than 43,000 of the 44,000 customers who lost power as a result of flooding and other damage from Tropical Storm Lee. NYSEG's flood response team of 900-plus is continuing to restore electricity service.

NYSEG currently has approximately 900 customers without power and continues to make significant progress toward restoring service to all customers who can have it safely restored. In some cases restoration work may be delayed because:

- Municipal officials must approve service restoration.
- Electric code requirements have not been met.
- Natural gas safety issues prevent it.

Status of Natural Gas Service

Approximately 6,000 natural gas customers are without service as a result of flooding in Apalachin, Conklin, Binghamton, Vestal, Endicott, Endwell, Johnson City, Candor and Kirkwood. NYSEG is prepared to have 90% of the natural gas system restored by Saturday. Restoration is dependent on local codes, requirements and directives; safe and adequate access to remaining areas; proper repair of customer-owned equipment.

Natural Gas Main Repairs – Vestal

A natural gas main break as a result of a wash out on Main Street in Vestal has been repaired. Service has been restored to the 1,300 customers who were affected by the main break, except where NYSEG has been unable to gain access to homes or businesses.

Plans for Restoring Natural Gas Service in the Village of Owego

The Village of Owego was devastated by floodwaters from the Susquehanna River. Now that floodwaters have receded, NYSEG has shut off natural gas services, assessed damage to the natural gas delivery system and is currently making repairs to restore service where conditions permit. Part of the village is served by a medium-pressure natural gas system and other parts are served by a low-pressure system. Customers served by the low-pressure system will be without service for considerably longer than those served by the medium-pressure system.

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FOR IMMEDIATE RELEASE

September 15, 2011

NYSEG Continues Labor-Intensive Service Restoration Work

>> To report electric emergencies and power interruptions, NYSEG customers should call 1.800.572.1131; to report natural gas emergencies, 1.800.572.1121.

>> If you smell natural gas, get up, get out and call your natural gas company or 911 from another location. Do not light matches, use any electrical appliances, turn lights on or off, or use the phone at the location of the suspected leak – any of these actions could provide a source of ignition for any natural gas that is present.

>> Stay out of flooded basements! Energized wiring or outlets below the water line may pose a hazard; natural gas service in a flooded basement may also pose a danger.

>> Stay away from downed power lines. Even lines that appear “dead” can be deadly.

>> Dry ice and bottled water locations: <http://www.nyseg.com/Outages/dryice.html>. NYSEG has distributed 474,000 pounds of dry ice and 90,000 gallons of bottled water.

>> This will be the final news release for this event.

Binghamton, NY – NYSEG’s flood response team of 900-plus continues to make solid progress restoring electricity and natural gas service where conditions permit.

“Our hats are off to law enforcement, fire and emergency services personnel; elected officials and community leaders; highway department crews; and many others who helped ensure public safety and otherwise continue to assist us,” said Mark S. Lynch, president of NYSEG and RG&E. “We also appreciate our customers’ patience and understanding as we continue to work under extremely challenging conditions.”

Status of Electricity Service

By late tomorrow night, NYSEG expects to have restored all electricity services in Broome and Tioga counties where conditions permit. Approximately 540 NYSEG customers are currently without power of the 44,000 customers who lost power as a result of flooding and other damage from Tropical Storm Lee. The current number of customers without power does not include approximately 4,300 customers where meters have been shut off due to municipal mandates, safety or code issues. These customers will be reconnected as conditions permit to safely re-establish power to their homes or businesses.

Status of Natural Gas Service

Approximately 8,000 natural gas customers were impacted as a result of flooding in Apalachin, Conklin, Binghamton, Vestal, Endicott, Endwell, Johnson City, Candor and Kirkwood. Approximately 4,500 customer meters have been shut off due to safety reasons. NYSEG continues to survey and verify system safety and will continue to make any repairs as needed and restore service to the impacted customers as conditions permit.

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