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News Release

NYSEG AND RG&E ENCOURAGE CUSTOMERS TO BE PREPARED FOR WINTER STORMS

FOR IMMEDIATE RELEASE

Rochester, NY, October 10, 2007 – Winter winds, ice and heavy snow can cause severe damage to electricity delivery systems, resulting in power interruptions.

“We are always prepared to respond quickly to power interruptions and we encourage our customers to be prepared, too,” said Mike Conroy, vice president - operations at NYSEG and RG&E.

In the event of storm damage, NYSEG and RG&E urge customers to avoid downed power lines. “Even lines that appear dead can be deadly,” Conroy said. NYSEG customers should call 1.800.572.1131 to report downed power lines or other hazardous situations; RG&E customers should call 1.800.743.1701.

NYSEG and RG&E also remind customers to stay out of flooded basements because energized wiring or outlets below the water line may pose a hazard. Natural gas service in a flooded basement may also pose a danger. If your basement or home is in danger of flooding, contact your utility to turn off your electricity and/or natural gas service. Once water has receded, call your utility for instructions on how to have services restored.

Here are some additional tips:

Before a storm strikes

- Anyone who uses life-sustaining equipment that operates on electricity should contact their utility (NYSEG at 1.800.572.1111; RG&E at 1.800.743.2110). Those customers may be enrolled in a critical customer program or provided with 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.
- If you have a cell phone, make sure the battery is fully charged.

During a power interruption

- Contact neighbors to see if their power is off. You may have simply blown a fuse or tripped a circuit breaker.

- Contact your utility (NYSEG at 1.800.572.1131; RG&E at 1.800.743.1701) to report a power interruption, and please have your account number handy. Our telephone systems let you report the problem, help our crews respond quickly and efficiently, and provide you with power interruption updates. Because many people may be trying to reach us during a power interruption, phone lines may be busy. Please be patient.
- Listen to a battery-powered radio for weather and power restoration updates.
- Turn off major appliances (electric water heaters, refrigerators and freezers) and sensitive electronic equipment (TVs, VCRs, DVD players, computers, stereos) to prevent overloading and possible damage when power is restored. Turning off this equipment may mean that you have to unplug it, turn off the circuit breaker or remove the fuse for the circuit in your home that provides power to this equipment. Leave one light switch in the "on" position so you'll know when power has been restored.
- Emergency generators can be dangerous. If you use one, 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 a grill or stove intended for outdoor use in your home.
- Keep your refrigerator and freezer 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

- Turn on appliances and sensitive electronic equipment one at a time to avoid overloading your circuits.
- Replenish emergency supplies used during the storm.

About NYSEG and RG&E: NYSEG and RG&E are subsidiaries of Energy East Corporation [NYSE:EAS], a super-regional energy services and delivery company in the Northeast. NYSEG serves 871,000 electricity customers and 256,000 natural gas customers across more than 40% of upstate New York. RG&E serves 359,000 electricity customers and 296,000 natural gas customers in a nine-county region centered on the City of Rochester. By providing outstanding customer service and meeting customers' energy requirements in an environmentally-responsible manner, NYSEG and RG&E will continue to be valuable assets to the communities they serve. For more information, visit nyseg.com and rge.com.

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