



October 16, 2020

Dear Customer,

We reached out to you back in August regarding the mandated upgrades to NYSEG's Transmission Line 879. The upgrades are necessary to ensure that the safe and reliable distribution of power and to enhance the integrity of the entire transmission system in your local area.

The project is located in the towns of Plattsburgh, Peru and Au Sable. During our most recent phase of construction we will be working in and around the Bear Swamp Road area. This scope of work requires that we temporarily shut off your service, on one day for up to 8 hours, between the working hours of 8 am through 4 pm to ensure the safety and wellbeing of our workers, as well as to protect your electronic equipment from power fluctuations. These outages will be scheduled between November 16<sup>th</sup> and December 14<sup>th</sup>, 2020. We will be notifying you with a more accurate schedule of outages including date; time of day and duration of the outage within the coming weeks. This notification will be in the form of a letter such as this notification and an Informative Voice Recording that you will receive a week before the outage is scheduled. If you should need to speak with someone regarding your needs for service in the meantime, please go to [www.NYSEG.com](http://www.NYSEG.com) and click on "Reliable Services" or call us at (833) 551- 4200. When calling, please reference the **Line 879 Rebuild** NYSEG project.

NYSEG's core value is to provide safe and reliable energy for our customers. Our company prioritizes being a good neighbor and will work collaboratively with landowners, community leaders and regulators throughout this upgrade process.