

NYSEG and RG&E Prepared for Winter Weather This Weekend

Rain, high winds, and potential wintry mix expected beginning Thursday night

BINGHAMTON, N.Y. — December 18, 2025, 1 p.m. — New York State Electric & Gas (NYSEG) and Rochester Gas and Electric (RG&E) crews are preparing for an approaching winter weather system this week that is expected to bring periods of heavy rain, strong winds, and the potential for a wintry mix across the Companies' service territories.

This storm is expected to impact all divisions within the Companies' service areas, with the most significant potential for outages in the Lancaster, Rochester Central, Binghamton, Oneonta, Plattsburgh, Mechanicville, and Brewster divisions. In addition to internal crews, the Companies are prepared with more than 580 line crews and 290 tree crews to support restoration efforts, if needed.

Current forecasts indicate that high winds are the primary threat from this storm system. A storm system moving through the Great Lakes is expected to generate strong winds occurring both ahead of and behind the front. Periods of rain are expected in advance of the front and immediately following it, with rainfall potentially heavy at times. As colder air moves in behind the system, temperatures are expected to drop quickly, and there is the potential for wet surfaces to freeze, which could create icy conditions in some areas.

The Companies have been closely monitoring weather forecasts and have taken steps to prepare, including staging crews and equipment across the state, mobilizing employees for storm response, and securing additional contract line and tree resources. NYSEG and RG&E are ready to respond and restore service as safely and quickly as possible should outages occur.

COMPANY PREPARATIONS

Readying Crews

In preparation for the event, the company has pre-staged more than 580 line crews and 290 tree crews across the state to assist with restoration efforts if needed. Company and contractor crews will be onsite and prepared to facilitate an effective and efficient response should outages occur.

Equipment Summary

The line and tree crews will be prepared to respond to any wind related issues with bucket trucks, pole setting equipment, wood chippers, dump trucks, backhoes, and off-road tracked equipment.

How to Stay Up-to-Date

NYSEG and RG&E will provide updates throughout the event on their websites and social media channels (Facebook, Instagram and X). Customers should also sign up for email alerts and download the NYSEG or RG&E mobile app to get the most up-to-date information.

Safety Tips

The Company offers customers the following reminders to prepare for the storm and stay safe if power outages occur.

Before a storm strikes:

- You can use our mobile apps to report and check the status of outages. To download the application, customers should search “AVANGRID” in the Apple or Android app stores and select “NYSEG” or “RG&E.” The application is free to download.
- Sign up for Outage Alerts to receive updates automatically by phone, text, or email as the Companies update the status of the restoration process in their area. Customers can sign up for outage alerts by visiting [here for NYSEG](#) and [here for RG&E](#).
- Keep battery-operated flashlights and radios on hand, along with supplies of drinking water and non-perishable foods.
- Make sure that smart phones, tablets, and other mobile devices are fully charged.
- Fill your car’s fuel tank.

Stay away from downed wires:

- Stay at least 30 feet from a downed power line.
- If a downed wire comes in contact with your vehicle, stay inside and wait for help. If you must get out because of fire or other danger, jump clear of the vehicle to avoid any contact with the vehicle and the ground at the same time. Land with your feet together and hop with feet together or shuffle away; don’t run or stride.
- **NYSEG customers should call 1.800.572.1131 and RG&E customers should call 1.800.743.1701 to report downed power lines or other hazardous situations.**

During a power interruption:

- Contact neighbors to see if their power is off. A loss of power may be the result of a blown fuse or a tripped circuit breaker.
- To report a power interruption, contact NYSEG at 1.800.572.1131 or RG&E at 1.800.743.1701.
- Keep refrigerators and freezers closed as much as possible. Most food will last 24 hours if you minimize the opening of refrigerator and freezer doors.

Power restoration priorities:

The Companies’ first priorities are to respond to reports of downed power lines to keep the public safe. **NYSEG customers are asked to call 1.800.572.1131 and RG&E customers are asked to call at 1.800.743.1701 to report downed wires.**

Once this vital public safety work is complete, the company will:

- Assess the damage to the electricity delivery system.
- Develop a detailed restoration plan.
- Make repairs as quickly as possible.