



## NEWS RELEASE

FOR IMMEDIATE RELEASE

### **RG&E Offers Safety Tips for Extreme Cold**

**ROCHESTER, New York — January 30, 2019** —Rochester Gas and Electric, a subsidiary of AVANGRID, Inc. (NYSE: AGR), reminds customers to take measures to stay safe and warm during the bitterly cold weather that is forecasted for the region.

Temperatures are expected to plunge into the single-digits. RG&E warns that the risk of fire, carbon monoxide poisoning and other hazards can increase during frigid weather. The company urges customers to take measures to stay safe during the cold snap.

#### **Staying Warm**

Customers should keep exhaust vents, gas meters and regulators clear of snow and ice as they clean up after winter storms.

Snow, ice and other debris can block exhaust vents for furnaces, water heaters and similar appliances, potentially causing toxic fumes and poisonous carbon monoxide to build up indoors.

If you are unable to keep your home safely and comfortably heated, call 211 for resources that can help you and your family. If you live within the City of Rochester and are unable to keep your home safely and comfortably heated, call 311 for resources that can help you and your family.

Exposure to extreme cold can cause serious medical conditions including hypothermia and frostbite. To avoid them, stay indoors if possible and wear warm clothing, including head coverings, gloves or mittens.

For information about frostbite, hypothermia, and other concerns, visit the U.S. Centers for Disease Control and Prevention at <https://www.cdc.gov/disasters/winter/index.html>.

#### **Report Emergencies**

Call RG&E at [1.800.743.1702](tel:1.800.743.1702) to report gas leaks, odors or damaged gas equipment. If you suspect a leak, get up and get out, leave the area or building and call from a safe place. If there's an immediate danger, call [911](tel:911).

## **Smoke and Carbon Monoxide Detectors**

Smoke and carbon monoxide detectors should be located on every level of your home, outside all sleeping areas. Test them monthly and replace the batteries at least twice a year.

## **Appliances**

Never use your stove or oven to stay warm. Only space heaters intended for indoor use should be operated indoors or in enclosed spaces, in accordance with the manufacturer's instructions.

## **Home Generators**

Any generator that plugs into a home's wiring should be connected via a transfer switch by a licensed electrician. This ensures that when the generator is in use, house wiring is isolated from utility lines. Improper installation can damage the generator, or create hazards for utility employees working on poles, or even the general public. If adding a natural gas-fired generator, consult your gas company to ensure there is adequate pressure. Generators should be placed outdoors and away from doors and windows to prevent exposure to carbon monoxide.

## **Space Heaters**

Use only space heaters that have been tested and certified by a nationally recognized testing laboratory. Read and follow the manufacturer's instructions, and never use a device designed for outdoor use indoors. Place the space heater on a level surface away from foot traffic, at least 3 feet from combustible materials. Inspect the cord for fraying, and after plugging it in, periodically feel the cord near the outlet to make sure the plastic is not getting hot. Do not run the space heater cord under a rug or carpeting, and never use an extension cord for a space heater. Keep children and pets away, and turn off the space heater when you leave the area.

More space heater safety information can be found on the U.S. Department of Energy website, at <https://energy.gov/energysaver/portable-heaters>.

## **Heating, Hot Water and Plumbing**

Keep the furnace area clear of flammable materials and keep vents clear to provide a good air supply to your heating system to ensure proper combustion.

Water pipes that are exposed to cold temperatures may freeze and burst. Don't ignore drips or odd noises from your heating system. Wrap exposed pipes in your basement with pipe insulation to help them retain heat and avoid freezing.

The American Red Cross offers additional tips for avoiding frozen pipes at <http://www.redcross.org/prepare/disaster/winter-storm/preventing-thawing-frozen-pipes>.

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**About AVANGRID:** AVANGRID, Inc. (NYSE: AGR) is a leading, sustainable energy company with \$32 billion in assets and operations in 24 U.S. states. AVANGRID has two primary lines of business: Avangrid Networks and Avangrid Renewables. Avangrid Networks owns eight electric and natural gas utilities, serving 3.2 million customers in New York and New England. Avangrid Renewables owns and operates 7.1 gigawatts of electricity capacity, primarily through wind power, with a presence in 22 states across the United States. AVANGRID employs approximately 6,500 people. AVANGRID supports the U.N.'s Sustainable Development Goals and was awarded Compliance Leader Verification by Ethisphere, a prestigious third party verification of its ethics and compliance program. For more information, visit [www.avangrid.com](http://www.avangrid.com).



**About RG&E:** Rochester Gas and Electric Corporation (RG&E) is a subsidiary of AVANGRID, Inc. Established in 1848, RG&E operates approximately 8,800 miles of electric distribution lines and 1,100 miles of electric transmission lines. It also operates approximately 10,600 miles of natural gas distribution pipelines and 105 miles of gas transmission pipelines. It serves approximately 378,500 electricity customers and 313,000 natural gas customers in a nine-county region in New York surrounding the City of Rochester. For more information, visit [www.rge.com](http://www.rge.com).

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