



## NEWS RELEASE

FOR IMMEDIATE RELEASE

### **NYSEG and RG&E Provide Customer Safety Tips to Avoid Carbon Monoxide Exposure**

*Companies urge customers to check CO detectors to ensure working order*

**BINGHAMTON, N.Y. — November 15, 2021** — New York State Electric & Gas (NYSEG) and Rochester Gas and Electric (RG&E) remind customers to take the proper precautions to protect themselves and their family from dangerous carbon monoxide fumes. Customers can enhance early detection by installing and ensuring functionality of their carbon monoxide detectors.

A colorless and odorless gas, carbon monoxide is found in combustion byproducts such as those produced by small gasoline engines, generators, or by burning charcoal, coal, oil, wood, propane or natural gas. Carbon monoxide from these sources can build up in enclosed or partially enclosed spaces. Carbon monoxide poisoning can occur within a matter of minutes. Customers who suspect a carbon monoxide problem should immediately exit the premises and call the utility or 911. Symptoms of carbon monoxide exposure include: flu-like symptoms, headaches, dizziness, weakness, nausea and loss of muscle control.

The companies remind customers that the easiest way to prevent becoming a victim of carbon monoxide is early detection – installing carbon monoxide detectors in your home. State law requires that all New York State residences have carbon monoxide detectors installed. The companies also urge customers to check and replace the battery on a regular schedule and to also have their home heating system, water heater and any other coal, oil, wood, propane and natural gas burning appliance inspected and maintained annually by a professional. They offer the following additional tips:

#### **Report Emergencies**

Call NYSEG at **1.800.572.1121** or RG&E at **1.800.743.1702** to report gas leaks, odors or emergencies. If you suspect a leak, get up and get out, leave the building and call from a safe place. If there's an immediate danger, call 911.

### **Smoke and Carbon Monoxide Detectors**

Smoke and carbon monoxide detectors should be located on every level of your home, including outside all sleeping areas. Test them monthly and replace the batteries at least twice a year, when you change the clocks for Daylight Saving Time.

### **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**

When operated improperly, portable generators can also cause carbon monoxide problems. Those looking to operate portable generators should operate them outdoors in a clean, dry, well-ventilated area, and never indoors or in a garage. They should also make sure exhaust gases are safely vented away from the house, windows or other enclosed areas.

Generators that plug into a home's electrical system should be installed by a licensed electrician via a transfer switch.

NYSEG and RG&E are subsidiaries of AVANGRID Inc.

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**About NYSEG:** New York State Electric & Gas Corporation (NYSEG) is a subsidiary of AVANGRID, Inc. Established in 1852, NYSEG operates approximately 35,000 miles of electric distribution lines and 4,500 miles of electric transmission lines across more than 40% of upstate New York. It also operates more than 8,150 miles of natural gas distribution pipelines and 20 miles of gas transmission pipelines. It serves approximately 894,000 electricity customers and 266,000 natural gas customers. For more information, visit [www.nyseg.com](http://www.nyseg.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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