

## News Release

NYSEG AND RGE URGE CUSTOMERS TO BE ALERT TO THE DANGER OF CARBON MONOXIDE FOR IMMEDIATE RELEASE

**Rochester, NY, December 16, 2010** – Following two recent deaths attributed to carbon monoxide (CO) in Rochester and numerous incidents across the state, NYSEG and RGE continue to urge customers to:

- Have a professional check their heating systems and chimneys, flues and vents once a year.
- Use CO detectors.
- Read, understand and follow manufacturer's instructions when using supplemental heat sources such as space heaters and fireplaces – and emergency generators.
- Never use a natural gas stove or oven as a heat source.

**Exposure to CO can cause flu-like symptoms**, including headache, dizziness, weakness, nausea and loss of muscle control. Prolonged exposure to CO can lead to serious illness and even death.

**CO is a product of incomplete combustion in** gasoline engines, stoves, generators, lanterns, and natural gas ranges or from burning charcoal, oil, wood or propane. CO from these sources can build up in enclosed or partially-enclosed spaces and poorly ventilated areas.

**Anyone who suspects a carbon monoxide problem should get up, get out and call 911.**

NYSEG customers may also call 1.800.572.1121; RGE customers may call 1.800.743.1702.

**For more information on CO, read “Carbon Monoxide Prevention” at:**

[www.nyseg.com](http://www.nyseg.com) (Click on “Usage and Safety,” “Natural Gas Safety,” “Carbon Monoxide” and then on “Carbon Monoxide Prevention”) **or**  
<http://www.nyseg.com/MediaLibrary/2/5/Content%20Management/NYSEG/Usage%20and%20Safety/PDFs%20and%20Docs/ComboCarbonMonoxideF3C6.pdf>

[www.rge.com](http://www.rge.com) (Click on “Usage and Safety,” “Natural Gas Safety,” “Carbon Monoxide” and then on “Carbon Monoxide Prevention”) **or**  
<http://www.rge.com/MediaLibrary/2/5/Content%20Management/Shared/UsageAndSafety/PDFs%20and%20Docs/ComboCarbonMonoxideF3C6.pdf>

**For more information on generator safety, read “Emergency Generator Safety” at:**

[www.nyseg.com](http://www.nyseg.com) (Click on “Usage and Safety,” “Electrical Safety,” “Generator Safety” and then on “Emergency Generator Safety”) **or**

<http://www.nyseg.com/MediaLibrary/2/5/Content%20Management/NYSEG/Usage%20and%20Safety/PDFs%20and%20Docs/nyseg%20EmergGennyseg.pdf>

[www.rge.com](http://www.rge.com) (Click on “Usage and Safety,” “Electrical Safety,” “Generator Safety” and then on “Emergency Generator Safety”) **or**

<http://www.rge.com/MediaLibrary/2/5/Content%20Management/RGE/Usage%20and%20Safety/PDFs%20and%20Docs/rge%20emerggenbrochure.pdf>

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**About NYSEG and RG&E:** NYSEG and RG&E are subsidiaries of Iberdrola USA. NYSEG serves 873,000 electricity customers and 259,000 natural gas customers across more than 40% of upstate New York. RG&E serves 362,000 electricity customers and 299,000 natural gas customers in a nine-county region centered on the City of Rochester. Providing outstanding customer service and meeting our customers’ energy requirements in an environmentally-responsible manner, NYSEG and RG&E are valuable assets to the communities we serve. For more information, visit [www.nyseg.com](http://www.nyseg.com) and [www.rge.com](http://www.rge.com).

**About Iberdrola USA:** Iberdrola USA, a subsidiary of global energy leader Iberdrola, S.A., is an energy services and delivery company serving more than 2.4 million customers in upstate New York and New England. For more information about Iberdrola USA, visit [www.iberdrolausa.com](http://www.iberdrolausa.com).

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