



For National Grid's residential customers in New York

Trees and Your Electric Service

Understanding National Grid's Responsibilities

Staying Connected

Your electric service is important to you...and it's important to National Grid, too! When you call our Customer Service Center (**1-800-642-4272**) with a concern or question about your trees, service lines or to report a possible outage, we may need to ask you several clarifying questions. Your observations will help us determine how your request is handled, which makes our questions and your answers very important. While our vegetation management programs strive to maintain safety and service reliability clearances around our conductors, many tree-related outages can be caused by a limb, branch or an entire tree falling onto the wires from outside our pruning maintenance zone.

We are concerned not only about the trees next to and around our conductors but also those adjacent to and beyond our facilities. During National Grid's scheduled maintenance tree pruning operations, our crews and staff arborists perform visual inspections for any possible types of hazard tree conditions that may exist so that appropriate actions can be taken to reduce or prevent such tree caused outages through their failure at the time of our work.

We've prepared this publication to help you understand how our

Forestry Department's vegetation management program works and the types of electrical equipment that may be involved.

Please review this information carefully and use it when making calls with your tree-related questions and concerns. By using the proper terminology to describe your circumstances, you help our representatives meet your needs more efficiently and effectively. Thank you!

Our Policies, Procedures and Services

To help ensure safe, reliable electric service to our customers, National Grid has an extensive vegetation management program to control the growth of trees near our electric facilities:

Tree Pruning Program

Our Forestry Department schedules tree pruning on distribution feeder lines in your area on a cyclical basis every five to seven years, following recognized industry "best practices" - ANSI A300 Standards. We will attempt to notify you by letter, door hanger or crew visit when work is scheduled in your area. When we perform this routine maintenance work, our crews prune to maintain and provide a specified clearance around our overhead primary and secondary wires. In addition, we

look for any hazardous tree conditions and remove those that may fail and cause an outage for you and your neighbors. Lastly, we check service entrance wires (service drops) to our customer's property and perform any pruning that may be necessary to minimize abrasion to those wires from tree branches.

Customer Calls for Tree Pruning

As noted above, all spans of primary, secondary and service wires are checked at the time our cyclic maintenance pruning is performed on the feeder. We do NOT perform pruning outside of our set schedule to help us maintain a cost efficient operation throughout our broad service area.

We will dispatch crews to remove large, damaged limbs that are pressing on your service lines and also to assess instances where you've raised questions about tree conditions around our primary wires.

If additional pruning work beyond what we provide in our scheduled maintenance program is desired, you may hire an electrically qualified tree contractor (see "Choosing a Qualified Contractor" below) to complete that work at your own expense.

Tree Removal Requests

National Grid does NOT perform tree removals near service lines to your homes or business. This work can be done by an electrically qualified

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This is an important notice. Please have it translated.

Este é um aviso importante. Quiera mandá-lo traduzir.
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Avis important. Veuillez traduire immédiatement.

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Questa è un'informazione importante. Si prega di tradurla.

Это очень важное сообщение.
Пожалуйста, попросите чтобы
вам его перевели.

nationalgrid

The power of action.™

tree contractor who employs workers specifically trained to work within 10 feet of electrical hazards. Ask your contractor when quoting the work to verify that he or she is electrically qualified and trains their employees to recognize and safely work around electrical hazards. National Grid may disconnect your service entrance wires from the structure for your contractor, if necessary. Requests for such disconnections require you or your contractor to contact our Customer Service Center (**1-800-642-4272**) at least five days in advance of the work.

Additionally, by law, any time you are planning to remove (or prune) trees that are near our primary lines, we must be notified. Please contact our Customer Service Center (**1-800-642-4272**) at least five days in advance of your planned work so that a Forestry Department representative can visit your property to assess the potential for any safety hazards or outage risks.

Storm Damaged Trees

A storm can damage a few trees in a small neighborhood, or it can affect thousands across a wide area. Regardless of the size of the area impacted, National Grid is responsible for **ONLY** clearing storm damaged trees and/or limbs from our electric lines and facilities in order to:

- ▶ restore service,
- ▶ allow reasonable access for emergency service restoration, and
- ▶ ensure future service reliability.

The disposal, processing and cleanup of storm generated tree debris removed from, or over National Grid facilities, or to provide emergency access, remains the responsibility of the owner of the tree (or trees). **REMEMBER...** during or after any storm event, all downed wires should be considered energized and dangerous including telephone, fiber optic and cable TV wires as they may be in contact with energized electric wires due to facility damages beyond your property and out of your view.

Basic Equipment Identification - what's that on the pole?

When you call a National Grid Customer Service Center, using the proper terms to describe the equipment involved can help us respond to your emergency or request more efficiently:

UTILITY LINE: Any overhead (or buried) wire, including electric, cable television, fiber optic or telephone.

ELECTRIC LINE: Any wire carrying electricity through the distribution system that runs from a power generating plant to the meter at your house.

There are typically three types of wires:

1. Primary Electric Wire: The electric wires at the top that run from pole to pole, usually along the street, though they may run through backyards in urban areas or off-the-road in rural areas. Where more than one utility line is mounted on the same pole, the primary electric wires are the highest.
2. Secondary Wire: The electric wires that run from pole to pole and are located six to eight feet below the primary electric wires. They are found below the transformer and carry

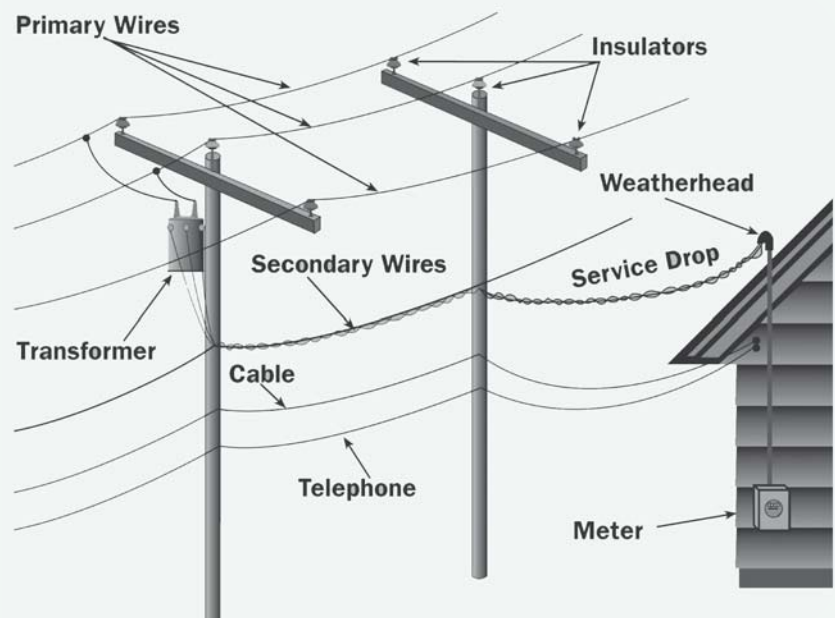
household voltage to the individual service lines to your home.

3. Service Line, Service Drop or Service Lateral: The electric wires that run from the pole to the meter at your residence. The most common service drop (typically) is known as triplex wire consisting of a bare center wire with two black, coated wires wrapped around it. On older homes, the service drop may consist of three small wires running parallel to each other from the transformer pole or secondary tap to an attachment point on your residence.

ELECTRIC TRANSFORMER: A gray or black colored, barrel shaped object mounted on the pole below the primary electric wires which reduces the primary voltage down to household voltage levels.

INSULATOR: The porcelain support used to insulate the wires from the pole or points of attachment. All electric lines require an insulator to attach the wires to the pole or to your residence at the weatherhead.

WEATHERHEAD: Found on many homes, a weatherhead is a protective metal or plastic service attachment located at the point where the overhead electric line is connected to your building.



Any line that attaches to your weatherhead and/or insulator and meter is an electrical line.

ELECTRIC METER: A device, typically located on the outside of your home below the service line and weatherhead that measures the amount of electricity that is consumed.

When You Call...Your Information is Key

While the work of our Forestry and Line crews helps maintain your service reliability, you... as a National Grid customer, are an essential part of that effort!

When you call our Customer Service Centers about trees or limbs on your property, please give our representative as much information as possible. You'll help us target our response and call for the most appropriate actions in order to help you. When calling, please be prepared to answer these questions:

- ▶ Do you have power?
- ▶ Are your lights dim or flickering?
- ▶ Is the limb or tree on the line from the pole to your house or from pole to pole?
- ▶ Is the tree or limb arcing or burning?

Safety

Keeping a Safe Distance

As per New York State's High Voltage Proximity Act, any time you or your contractor will be working within 10 feet of any overhead line, you or your contractor are responsible for notifying National Grid at least five working days before performing this work. A qualified utility representative will review your concern and discuss any necessary precautionary actions. Depending on the particular case and location, a tree crew may be dispatched to provide sufficient clearances, or you may be instructed to hire an electrically qualified tree contractor. However, by law, we may charge you and/or your contractor for providing any safety related services that may be required.

If our crews arrange for tree pruning or removal to provide these clearances at your request, you may be required to sign a release authorizing the work before we can begin. Once limbs or trees have been safely cut away from electric lines to provide the required clearance, all resulting wood, brush, debris and cleanup remains the responsibility of the property owner. National Grid does NOT remove these materials or any resulting stumps. If a property owner denies us the ability to provide State mandated services to properly prune or remove trees at the time of our scheduled work or upon our request, your refusal will be recorded and documented. You may then be asked to sign a statement (to be filed with our claims office) accepting responsibility and financial liability for any-and-all resulting damages and/or claims related to future service interruptions or damages to our equipment or facilities caused by your tree (or trees).

For Your Protection

Choose a Qualified Contractor
If you are planning to have tree work completed on your property, hiring a qualified tree-service professional is important to ensuring the safety of your family, home, neighbors...and our facilities. Make sure the company or individual you hire is properly insured, electrically qualified (if conditions warrant) and preferably a member of an industry professional trade organization, such as the International Society of Arboriculture or Tree Care Industry of America.

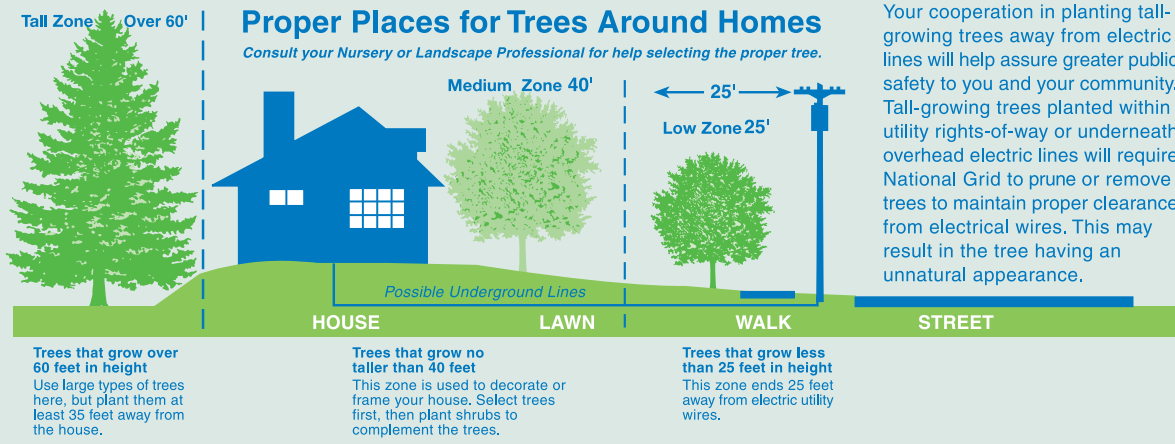
Plan Ahead for the Future

When it comes to planting trees—what you do now can affect generations to come! You can help protect your home and community from future tree caused electric outages and minimize damage to our lines and your own property by planting tall-growing trees well away from electric lines and electric rights-of-way. By choosing to plant low-growing, utility compatible tree species under or near overhead electric lines, you also help us

minimize the need for scheduled maintenance pruning and reduce the potential for future tree caused electric service interruptions in your neighborhood.

Remember...electric and gas utility lines may be underground and where you least expect them! Tall-growing trees planted on top of, or adjacent to these lines, may present a future hazard and eventually will require removal. Be sure to contact "Dig Safely New York" at **800-962-7962** at least 2 full working days before any excavating work or you dig to plant trees.

Cornell University Cooperative Extension Service has identified over 100 utility compatible, low-growing trees that are suitable for planting near/under overhead electric lines. For information, please contact Customer Service at **1-800-642-4272** or visit the "Safety" section of our website at (www.nationalgridus.com) to download the list of trees ("How to Avoid Tree and Utility Conflicts") and the proper places to plant them. Please... plant the right tree...in the right place!



Your cooperation in planting tall-growing trees away from electric lines will help assure greater public safety to you and your community. Tall-growing trees planted within utility rights-of-way or underneath overhead electric lines will require National Grid to prune or remove trees to maintain proper clearance from electrical wires. This may result in the tree having an unnatural appearance.

When Selecting and Planting Trees

Determining where to plant a tree is a decision that should not be taken lightly. Many factors need to be considered prior to planting. When planning what type of tree to plant, remember to look up, as well as down, to determine where the tree will be located in relation to both the overhead and underground utility lines. The location of these lines will have a direct impact on your tree and planting site.

The ultimate mature height of the tree to be planted must be within the available overhead growing space. Proper tree species selection and placement will assure the avoidance of utility line conflicts in the future.

To help you select a type of low growing, utility compatible tree species to plant, National Grid has compiled a list of recommended species for your use. Download a copy from our Safety Section on our website www.nationalgridus.com, or contact our Distribution Forestry Department at **315-428-5987**.

By selecting the **“right tree for the right place”**, you’ll not only add value to your property, but you’ll help us avoid a future need to prune **“the wrong tree in the wrong place”**.

National Grid is an international energy delivery company. In the U.S., National Grid delivers electricity to approximately 3.3 million customers in Massachusetts, New Hampshire, New York and Rhode Island, and manages the electricity network on Long Island under an agreement with the Long Island Power Authority (LIPA). It is the largest distributor of natural gas in the northeastern U.S., serving approximately 3.4 million customers in Massachusetts, New Hampshire, New York and Rhode Island. National Grid also owns over 4,000 megawatts of contracted electricity generation that provides power to over one million LIPA customers.

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