



# How to Prepare for and Respond to Power Outages

## Protect Yourself and Your Home

Storms can happen at any time, in any season. If they do disrupt your power, National Grid emergency crews are available year-round, day and night, to restore service as quickly as possible. However, there are several things you can do before, during and after a storm to minimize inconvenience and ensure your safety.

### Before the storm

Place National Grid's power outage number on or near the phone: New England 1-800-465-1212 New York 1-800-867-5222

- ▶ Place working flashlights throughout the house and be sure all family members know where they are.
- ▶ Have a battery-operated radio on hand for storm information.
- ▶ Have extra flashlight and radio batteries ready.
- ▶ Keep extra drinking water, a manual can opener and a supply of canned and dried foods on hand in case an outage lasts more than a few days.
- ▶ If you depend on electrically operated life support equipment call us at 1-800-322-3223 NE and 1-800-642-4272 NY for information about planning for an emergency.

### During the storm

- ▶ If your power does go out, first check to see if your neighbors have power or if you have power in other parts of your home. (You may have simply blown a fuse or tripped a circuit breaker.) If your home is the only one without power, call our Customer Service Contact Center at 1-800-322-3223 MA, RI, NH and 1-800-642-4272 NY for help in identifying the source of the problem.
- ▶ If your neighborhood is without power, call 1-800-465-1212 in New England or 1-800-867-5222 in New York to make sure we know about the outage or for updates on when service is expected to be restored.

Please make sure we have an accurate phone number for your records. It is very important that we hear from you regarding your outage. You should never assume we know about the power outage. When calling, please be prepared to give your address, including the closest intersection, along with additional information such as the location of downed lines or utility poles.

- ▶ Turn off any appliances that were on before the outage; unplug sensitive appliances

such as VCRs, TVs, computers, stereos and microwaves.

- ▶ Leave a light switch on to alert you when the power is back on.
- ▶ Never burn charcoal indoors or use a gas range for heating. Both could give off toxic fumes.
- ▶ If it appears your house may be without heat for an extended period and the outside temperature is below freezing, drain your water pipes.
- ▶ Never touch any fallen lines or anything touching fallen wires. Report all fallen wires to National Grid by calling 1-800-322-3223 New England and 1-800-642-4272 New York.

### After the storm

- ▶ If service has been restored to your neighborhood and your home is still without power, call our power outage number at: New England 1-800-465-1212 New York 1-800-867-5222
- ▶ If your home has flooded, check with an electrician before turning anything on.
- ▶ Gradually reconnect your appliances to avoid overloading circuits when power is restored.

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Это очень важное сообщение.  
Пожалуйста, попросите чтобы

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The power of action.

- ▶ Replenish any supplies used during the storm.

### Operating standby generators safely

Please observe these safety guidelines to protect yourself and your family.

- ▶ Have a licensed or qualified electrician install your generator.
- ▶ Make sure the generator has enough capacity to meet your needs.
- ▶ When operating the generator, the main circuit breaker must be in the "OFF" position.
- ▶ Generators should only be operated outdoors to ensure proper ventilation of carbon monoxide exhaust.
- ▶ Never operate a generator indoors regardless of the ventilation.

### Understanding power outages and disturbances

Lightning, broken tree limbs, vehicles striking utility poles, equipment failure and even small animals climbing on utility equipment can cause power outages. Split-second decreases or increases in voltage to our system cause power disturbances. A dip in voltage may cause lights to flicker, TV pictures to shrink, digital clocks to flash and personal computers to lose data. Increases in voltage (called "spikes" for momentary increases and "surges" for longer ones) may affect sensitive programmable equipment such as VCRs, microwave ovens and computers.

### Protecting against momentary interruptions

Here are some tips to help minimize the consequences of momentary power interruptions.

- ▶ When purchasing a programmable appliance, make sure it has a battery operated backup system that prevents power disruption.

- ▶ When working with a home computer, store information into permanent memory periodically throughout the day.

### Protecting against power surges

- ▶ Small plug-in surge protectors can be bought at most electrical equipment suppliers and will provide protection from voltage spikes.
- ▶ Plug sensitive equipment into outlets as far away as possible from main breaker panels or fuse boxes. Such equipment should not be plugged into the same circuit as major appliances such as air conditioners, pumps, refrigerators or washing machines.
- ▶ Unplug sensitive equipment such as video recorders, satellite dishes and computers whenever there is the threat of a severe electrical storm. Also unplug phone lines to sensitive equipment or purchase phone line surge protectors.

### Priorities for power restoration

When a power outage occurs in your neighborhood, it may in fact be affecting thousands of customers. Whose electricity is restored first? During a major outage, our crews begin restoring service as quickly as possible once safe conditions are established. Under our priority system, repair crews typically first address problems with transmission lines and substations that serve large numbers of customers, and restore critical customers such as hospitals and public safety facilities. While those problems are being resolved, crews also begin to work on substations and primary lines that serve many customers.

Crews then target secondary lines that serve local neighborhoods. Lines and transformers within neighborhoods and the wires that connect them to homes and businesses come next—starting with areas that involve the most customers.

While you're waiting for your power to return, please know that we're doing everything we can to restore your electric service as quickly as possible.

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). National Grid also owns over 4,000 megawatts of contracted electricity generation that provides power to over one million LIPA customers. It is also the largest distributor of natural gas in the northeastern U.S., serving approximately 3.4 million customers in New York, Massachusetts, New Hampshire and Rhode Island.

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