How to Prepare for and Respond to Power Outages

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HERE WITH YO .

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 **800-465-1212** New York **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 **800-322-3223** NE and **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 **800-322-3223** MA, RI and **800-642-4272** NY for help in identifying the source of the problem.
- If your neighborhood is without power, call **800-465-1212** in New England or **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 you. 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 DVD players, 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 **800-465-1212** in New England and **800-867-5222** in 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 **800-867-5222** in New York and **800-465-1212** in New England.
- 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.
- Replenish any supplies used during the storm.

This is an important notice. Please have it translated.

Este é um aviso importante. Quiera mandá-lo traduzir.
Este es un aviso importante. Sirvase mandarlo traducir.
Avis important. Veuillez traduire immediatement.

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

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

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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 DVD players, 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 DVD players, 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?

National Grid emergency crews follow a time-tested plan to begin restoring service as safely and quickly as conditions allow. Accurate damage surveys, resource assessments and restoration estimates are critical in the preliminary stages of any major weather event.

National Grid is an electricity and natural gas delivery company that connects nearly 7 million customers to vital energy sources through its networks in New York, Massachusetts and Rhode Island. It is the largest distributor of natural gas in the Northeast. National Grid also operates the systems that deliver gas and electricity across Great Britain.

For more information please visit our website: **www.nationalgridus.com**.

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