nationalgrid

HERE WITH YOU. HERE FOR YOU.

Before, during and after the storm

Your guide to natural gas and electric outage preparation and safety

Emergency contact information

National Grid Customer Service	**1-800-642-4272**
To report a National Grid power outage:	**1-800-867-5222**
National Grid Gas Emergency:	**1-800-892-2345**
Federal Emergency Management Association (FEMA):	**1-800-621-FEMA (3362)**
FEMA Hard of hearing/Speech disability TTY:	**1-800-462-7585**
FEMA 711 or Video Relay Service (VRS):	**1-800-621-3362**
American Red Cross:	**1-800-733-2767** **www.redcross.org/find-help/shelter**

For more information, visit us at **www.nationalgrid.com**
and connect with us on

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.

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

ĐÂY LÀ MỘT BẢN THÔNG CÁO QUAN TRỌNG
XIN VUI LÒNG CHO DỊCH LẠI THÔNG CÁO ÂY

nationalgrid

HERE WITH YOU. HERE FOR YOU.

Your safety is our top priority, before, during and after an outage.

When a service outage occurs, we know there's one thing on your mind: When will my electricity or natural gas service be restored? Often, it's not an easy question to answer, because outages happen for many different reasons — from large storms and flooding causing widespread damage — to a single lightning strike, an excavator accident or a downed tree in your backyard.

No matter what the cause of the service interruption is, restoring your service as safely and quickly as possible is our top priority.

Preparing to respond to outages takes careful planning on our part. We encourage you to also be prepared by following simple steps like making a safety kit and knowing who to call when a storm strikes. Being prepared and staying connected can help to better protect you and your family.

Together, we can weather the storm.

In this book:

Before the storm

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During the storm

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6 | Stay Connected. Stay informed.

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8 | Extreme weather conditions and your health.

After the storm

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Planning for an outage emergency.

Severe weather or other disasters can occur with little or no warning. Be prepared by taking steps now to protect your family and your home.

Step 1 Talk about it.

Share emergency plans, the location of emergency supplies, meeting places, contact information and safety precautions with all household members, relatives and friends.

Step 2 Protect your assets.

Secure important legal and personal documents such as medical information and prescriptions, birth and marriage certificates, governmental issued IDs and property and insurance papers to keep them from damage and in case you need them handy if an evacuation is required, or your property is damaged.

Create an inventory of personal valuables and insured assets using photographs, video and/or manual records. That will enhance your ability to recover your losses after a disaster.

Step 3 Assess your home preparedness.

Check your home for potential danger areas (windows, basements, furnace, vents, etc.) to make sure your family and property will be safe during an extended outage. Follow these steps to protect your family and your home during a disaster:

- Turn off and unplug any non-essential electrical equipment, including pool equipment.
- Fasten doors and windows.
- Store and secure outdoor furnishings and gardening tools.
- If possible keep a non-cordless telephone in your home. It is likely to work even when the power is out.
- Lower the temperature of your refrigerator and store extra ice to prevent food decay if the power goes out.
- Fill containers (water bottles, bath tubs etc) have with water. Should there be a water outage you will be able to use it for drinking and personal hygiene needs.

Step 4 Prepare an emergency kit.

Keep an emergency kit year-round with a minimum 3-day supply, and make sure everyone at home knows where to find it. The American Red Cross recommends including the following:

- Water—one gallon per person, per day
- Canned and dried foods, and a can opener
- Flashlight (Candles could be fire hazards)
- Battery-powered or hand-crank radio
- Extra batteries
- Charged cell phone with chargers
- First aid kit, including medications, physician and pharmacy information, and backup power for life-sustaining medical equipment
- Blankets
- Toiletries
- Family and emergency contact information
- Baby formula and diapers

Step 5 Be ready for a potential evacuation.

- Fuel and check your car. Have an extra set of keys.
- Make sure you have cash. Credit cards may not work during an outage.
- Pack your emergency kit and other supplies you and your loved ones might need.
- Be aware of emergency shelters, hotel or friend's homes you could go to outside the risk area.
- Let your loved ones know of your plans.
- Locate recommended evacuation routes and be prepared to experience delays.
- Make plans to keep your pets safe.
- Turn off gas heating and cooling systems, and electricity at the main box.
- Lock your home before you leave.

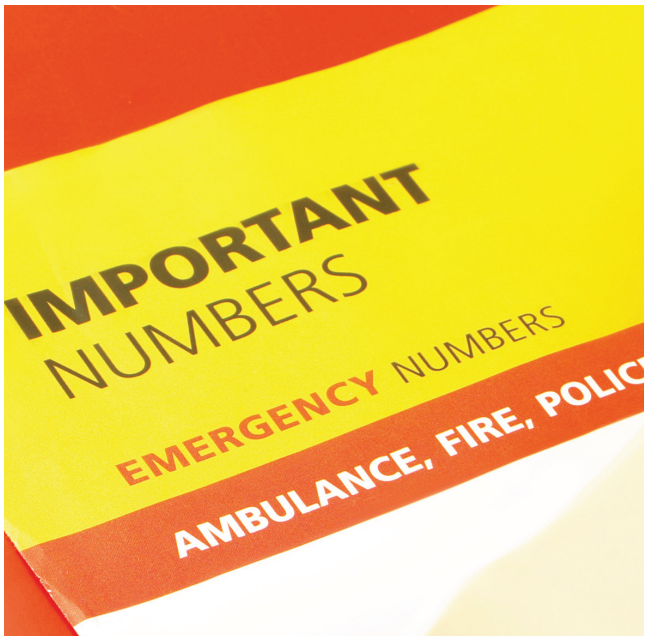
Step 6 Emergency contacts and phone numbers.

Make a list of the emergency contacts you might need including local authorities, utilities, healthcare providers and out-of-area family members.

Step 7 Don't forget to protect your business.

If you are a business owner, consider these steps to secure your employees, property and assets:

- Employee safety comes first! Prepare, distribute information and perform emergency drills year-round.
- Establish a meeting point and time for employees in case communications are disrupted.
- Consider providing shelter to employees and their families and helping with supplies post-storm.
- Secure doors and windows. Cover if necessary.
- Protect and move equipment/furniture to a secured area.
- Protect data with backup files.
- Be prepared to work with limited supplies of cash, and be without water, sewer or power for at least two weeks. Store emergency supplies at the office.



For our customers with special needs.

If you or a loved one rely on electrically operated life-sustaining medical devices, or anyone in your household is over 62 years of age, disabled or blind, you may be in immediate danger if the power goes out. Please complete and mail in our Notification of Special Needs form, which is available at **www.nationalgrid.com** or by calling Customer Service at **1-800-642-4272**. Customers relying on electric life-sustaining medical equipment may qualify as a Life Support customer. This will help us identify and be aware of any special needs in your household. We attempt to contact our customers on life-sustaining equipment before a planned outage. We also regularly review equipment requirements to stay up-to-date on our customers' needs.

Natural gas safety.

Natural gas safety – use your sense

A gas leak is often recognized by smell, sight or sound.

SMELL – Natural gas is colorless and odorless. A distinctive, pungent odor, similar to rotten eggs, is added so that you'll recognize it quickly.

SIGHT – Outdoors you may see a white cloud, mist, fog, and bubbles in standing water or blowing dust. You may also see vegetation that appears to be dead or dying for no apparent reason.

SOUND – You may hear an unusual noise like roaring, hissing or whistling.

What to do if you think there's a gas leak:

- Move to a safe area.
- **DO NOT** smoke or do anything to create a flame.
- **DO NOT** turn on light switches or electrical equipment. These items may produce a spark that might ignite the gas and cause an explosion.
- Call National Grid immediately (see emergency phone numbers)
- **DO NOT** assume someone else will report the condition.
- Provide the exact location, including cross streets.
- Let us know if sewer construction or digging activities are going on in the area.

Carbon monoxide safety

Carbon monoxide is a highly poisonous gas that is colorless, odorless and tasteless.

Common sources include malfunctioning fuel-burning appliances such as hot air furnaces, space heaters and natural gas ranges.

- Check chimneys or flues for debris, birds' nests or other blockage.
- Never use a gas range for heating. Also, never burn coal or charcoal in an enclosed space or use an outdoor grill indoors.
- Install at least one UL listed carbon monoxide detector in your home, near bedrooms.
- If your carbon monoxide unit sounds the alarm, go outside immediately and call **911**.
- Do not return until the carbon monoxide source is found.
- The symptoms of carbon monoxide are similar to the flu and may include headaches, dizziness, weakness, sleepiness, nausea, confusion, tightness of the chest, fluttering of the heart, redness of the skin and loss of muscle control.
- Never install a generator inside a house or building. Operating a generator indoors—even with a door or window open—is never safe.

National Grid will respond immediately to all carbon-monoxide-related calls from all natural gas customers within our service area – even if you purchase natural gas from an alternative gas supplier (or marketer). First, please call 911.

National Grid Gas Emergency
1-800-892-2345

Generator safety.

If you have, or are planning to buy a stand-by generator, please observe these guideline to protect yourself and your family:

- Have a licensed or qualified electrician install a transfer switch for your generator. If connected improperly, a generator can be destroyed when power is restored—this could endanger anyone who is nearby.
- If you do not have a transfer switch, make sure your home or office electrical wiring is disconnected from our power lines before you operate your generator. This requires that the main circuit breaker in your electric service panel box is in the OFF position or, in older electric service panel boxes, that the main fuse block is removed. This prevents your generator's electricity from going back into the power lines in the street, which could endanger line crews and your neighbors.
- Never install a generator inside a house or building.
- Never use generators in homes, garages, basements crawl spaces or other enclosed or partially enclosed areas, even with ventilation.
- Never plug a generator directly into a wall outlet.
- If you have questions about the safe operation of your electric generator, contact a licensed or qualified electrician.

Stay Connected. Stay informed during a storm.

Always report your outage to National Grid immediately, either by phone or our website if possible.

When an outage occurs, every report we receive helps us better understand the extent of the outage, so we need to hear from you every time. As the restoration process begins, all reports must be checked out.

How to report an outage.

If your neighborhood is without power, please call Customer Service at **1-800-867-5222** to make sure we know about the outage, or for updates on when services is expected to be restored. You should never assume we know about the outage.

To report an outage on our website, visit **www.nationalgrid.com** and click on Safety and Outages. Outage Central displays a map-based picture of current power outages, provides an overall summary detailing the number of affected customers, and displays estimated restoration time.

When will the power be back on? We offer a variety of ways to stay informed.

Text alerts: Sign up for to receive National Grid state-level broadcast text alerts by texting the word **STORM** to **NGRID** (**64743**)*.

Area restoration information: Text the word **SUM** followed by your town, city or state to **NGRID** (**64743**)* and access local restoration information. For example, if you live in Syracuse, simply text SUM Syracuse to NGRID (64743).

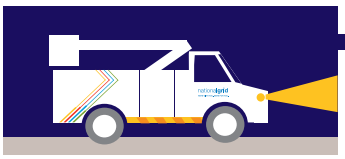
Email alerts: When you create an online profile with us, you'll start receiving emergency e-mail alerts during storms and other incidents. Visit "My National Grid" at **www.nationalgrid.com**.

Mobile app: Download our safety and outage reporting mobile app. Receive important alerts before, during and after the storm, and more.

To learn more about these and other ways to stay connected during major storms visit **ngrid.com/connect**

How we restore power.

Every outage is unique, but these are the general steps we follow to begin restoring service as quickly and as safely as possible during major outages.

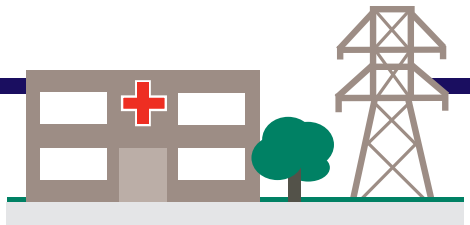


1 Assess damage and protect the public

We must ensure that all downed wires are made safe and roads are accessible to restoration crews. At this point we patrol damaged circuits to assess infrastructure damage.

2 Repair transmission lines

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, water treatment facilities, etc.



3 Repair substations

While problems with transmission lines are being resolved, crews also begin to work on substations and primary lines that serve many customers.

4 Repair distribution lines

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.

5 Repair neighborhood tap lines

Crews then target secondary lines that serve local neighborhoods.

6 Connect individual 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, and as safely as possible.

View our "Power Outages: Preparation to Restoration" video at **www.ngrid.com/youtube**.

Extreme weather conditions and your health.

Information to help you handle cold temperatures or excessive heat.

Hypothermia

Also known as "cold stress," hypothermia is a preventable illness that can result not only from exposure to outdoor cold, but also from unprotected exposure to cool indoor temperatures. If undetected and untreated, hypothermia can be serious and even life threatening, especially for those most vulnerable like older adults, infants and people with chronic health problems. It should be treated immediately by a doctor or emergency medical team at the first sign of these symptoms:

- Skin that is cool to the touch
- Shivering
- Difficulty in speaking or moving
- Drowsiness
- A puffy or swollen face
- A sudden change in appearance or behavior
- Trembling in an arm, leg or on one side
- Cold and stiff muscles
- Difficulty with coordination and balance

While waiting for medical assistance:

- Handle the person very gently, wrapping them with quilts, blankets or towels and cover the person's head or neck

Do not try to rewarm a person with hot drinks or food, alcohol or drugs, hot baths or showers, or by rubbing their arms and legs. These efforts could result in heart failure.

Heat Stress

Just as extreme cold temperatures can cause serious health problems, prolonged temperatures of 90°F or above can lead to heat-related illnesses, especially for the elderly, young children and those with chronic illnesses, and in places with poor ventilation or a lot of concrete, asphalt or a dense concentration of buildings.

This heat stress can result in serious illness, heart failure or stroke.

Mild signs of heat stress:
Serious signs that heat stress might become a threat to health, including:

- Dizziness
- Rapid heartbeat
- Nausea
- Throbbing headache
- Dry skin (no sweating)
- Diarrhea
- Chest pain
- Overwhelming weakness
- Problems with breathing
- Cramps

Anyone experiencing any of these symptoms should call a doctor at once and seek medical help.

There are a number of simple things you can do to avoid the dangers of heat stress:

- Find and stay in a cool place for as much time as possible. A shopping mall, library, church, movie theater or senior center are open to the public.
- Take cool baths or showers.
- Use a fan and keep drapes closed when windows are in direct sunlight.
- Wear cotton clothing that is lightweight, loose-fitting and light-colored. If you have to be in the sun, wear a hat or use an umbrella.
- Take it easy. Avoid prolonged, strenuous outdoor activity.
- Despite the heat, eat a well-balanced diet. Avoid hot and heavy meals. Do any cooking during the cooler hours of the day.
- Drink liquids. Don't wait until you are thirsty. Avoid alcoholic beverages and drinks that contain caffeine and salt.

Electrical safety and outage reporting.

If someone claiming to be a National Grid employee comes to your door, be sure he or she shows a National Grid identification badge.

General safety tips

- Listen to the radio or TV for instructions from local officials.
- Wait until an area has been declared safe before entering. Be careful driving since roads may be damaged and power lines may be down.
- Before entering a building, check for structural damage.
- Upon entering a building, use a battery-powered flashlight. **DO NOT** use an open flame as a source of light. Gas may be trapped inside.
- When inspecting the building, wear rubber boots and gloves.
- Watch for electrical shorts and live wires before making sure the main power switch is off.
- **DO NOT** turn on electrical appliances until an electrician has checked the system and appliances.
- Test drinking water for potability. Wells should be pumped out and water tested before drinking.
- If the public water system is declared "unsafe" by health officials, water for drinking and cooking should be boiled vigorously for 10 minutes.
- Shovel out mud or sand with special attention to cleaning heating and plumbing systems.
- Flooded basements should be drained and cleaned as soon as possible. Structural damage can occur if drained too quickly. When surrounding waters have subsided, begin draining the basement in stages, about one-third of the water volume each day.

To report a National Grid power outage:
1-800-867-5222

Electrical safety

- Never touch any fallen lines or anything touching fallen wires. Report all fallen wires to your local electric company.
- If service has been restored to your neighborhood and your home is still without power, call your local electric company.
- It is very important your electric utility hear from you regarding your outage. You should never assume they know about the power outage.
- If your home has flooded, please check with an electrician before turning anything on.
- Gradually reconnect your appliances to avoid overloading circuits when power is restored.

Restoring your electric service.

1. If your electric panel was underwater or the wiring to your home was damaged, contact an electrical contractor to evaluate your home and make any necessary repairs.

2. When repairs are completed, the electrical contractor will assist you in obtaining an "electrical inspection" from a third party agency. Please note that electrical inspections are not performed by National Grid.

3. When the home passes the electrical inspection, the inspector will contact National Grid and the appropriate service order will be released to turn on your power.

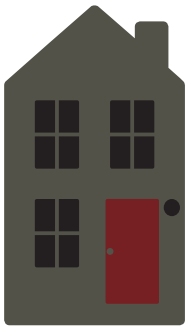
   A list of electrical inspection agencies is available from National Grid.

   In all cases, someone must be home for National Grid to restore electrical service to a home/building.

For further information about the restoration of your electric service, please call:
1-800-642-4272.

Restoring your natural gas service.

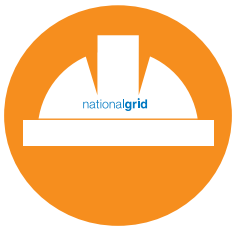
A natural gas service interruption can occur for a variety of reasons, such as widespread flooding or a broken pipe on your street. While no two outages are alike, this process is a general guideline for restoring your service safely and quickly.



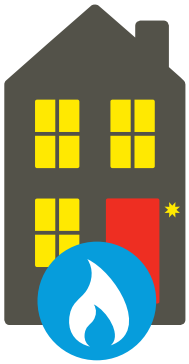
1 An outage has occurred. National Grid then turns off your gas service to test the system.

If your meter is located outside: We will turn off and "lock" the gas service and leave a brochure explaining the next steps to restore service.

If your meter is located inside: We will make every attempt to contact you to gain access to the meter to turn off and lock the gas service. If we cannot gain access, a door hanger will be left explaining next steps and instructing you where to call.



2 The gas system is repaired (mains in the street and/or service line to your home).



3 Restore gas service, test lines and relight appliances.

This final, but necessary, step in the restoration process requires that we test gas lines and relight all gas appliances in your home.

If you are not at home when we arrive to turn on your service, a door hanger will be left with instructions for making an appointment to complete this step.

Flooding or system damage to your home or business may have resulted in disconnection from our natural gas system. It is our goal to restore your natural gas service as safely and quickly as possible.

First, we must test the integrity of the system. To do this, gas services in the affected area will be turned off at the customer's home or business. If you are not home for us to turn off and lock the gas service, there are two possible scenarios:

1. If your meter is located OUTSIDE, National Grid will turn off and lock the gas service, and leave you information explaining the situation and the process for restoring gas service.
2. If your meter is located INSIDE, National Grid will make every attempt to contact you, and leave information to schedule an appointment to turn off and lock your gas service.

Once the system has been tested and repaired, we will return to all of the affected homes and businesses to turn the gas on, test the house lines and relight the customers' appliances. Our employees require access to all gas appliances in your household to complete restoration. If you are not home when we return, there are two possible scenarios:

1. If your meter is located OUTSIDE we will return to test the house line and relight the gas appliances. If you are not home when we return, we will leave information to schedule an appointment.
2. If the meter is located INSIDE we will need to inspect the gas meter installation before lighting any appliances, and will leave information to schedule an appointment.

For further information about the restoration of your natural gas service, please call:

1-800-642-4272

Flood waters can permanently damage gas and electrical equipment. Even if the equipment dries out, contaminants can affect electronics and moving parts. Corrosion is likely and is often hidden where it cannot be seen. This can lead to failures and can cause fires, even if the equipment appears intact and functions after drying out. Please consult professional electrical, heating and cooling service providers. Replacement is the preferred remedy.

Appliance safety after a flood.

What to do if heating or cooling equipment has been exposed to standing water.

Safety precautions must be taken after a home or business has been exposed to standing water, which can damage an electrical system, water heater, furnace, boiler, air-conditioning, ventilation, and heat pump system — putting you and your family at risk.

- **Replacement vs. repair** - In most cases, flood-damaged heating and cooling equipment and systems will have to be replaced, not repaired. All inspection and replacement work on flooded equipment should be performed by qualified heating and cooling contractors, not by homeowners. A licensed electrician should replace flooded electrical equipment and components.
- **Ductwork** – If you have a central forced-air furnace in the house you are repairing, pay attention to your ductwork too. A qualified heating contractor will not try to salvage duct insulation that has been in contact with flood water, but will replace it because it is impossible to decontaminate.
- **Gas furnaces, boilers, fireplaces** - If there is any question whether flood water has submerged a gas appliance and/or its controls, have the unit checked by a qualified heating contractor.
- **Electric furnaces** - Just like the gas-fired warm-air furnace, the electric furnace is susceptible to corrosion and damage, resulting in reliability problems or safety hazards. Have the unit checked by a qualified heating contractor.
- **Propane heating** - Use extreme caution when there is the potential for propane leaks and get propane equipment checked, repaired and/or replaced by a qualified heating contractor as quickly as possible after a flood.
- **Radiant ceiling heat** - A qualified electrician should be consulted to determine whether the cable is reusable.
- **Heat pumps and air conditioning systems** - The decision to repair or replace should be made by a qualified professional on a case-by-case basis.
- **Water heating systems** - Whether your water heater is gas-fired, oil-fired or electric, if it was exposed to flood water, the unit should be replaced. A new water heater is a relatively small investment, and replacing it is fairly easy to do.
- **Government aid** - Government aid may be available to help you finance the replacement of flood-damaged HVAC equipment. Contact a Federal Emergency Management Agency (FEMA) office near you. Consult your insurance company first.

For more information, please visit:
Air Conditioning, Heating & Refrigeration Institute (AHRI)
www.ahrinet.org

US Consumer Product Safety Commission
www.cpsc.gov

Source: Air Conditioning, Heating and Refrigeration Institute

Call before you dig.

Delivering safe, reliable natural gas service to our customers is our top priority. Pipeline safety is something we take very seriously at National Grid. Even though most lines are buried underground, that doesn't mean you can ignore them.

Keep your family and community safe by helping to prevent gas leaks. Always call Dig Safely New York at **811** or **1-800-962-7962** before you dig.

Know the signs of a gas leak. We've added a spoiled egg smell that makes natural gas easier to identify. Look for bubbles in standing water, a white cloudy mist or blowing dust, which indicates that an underground gas line may have ruptured; or, listen for a hissing, roaring or whistling sound.

If you smell, see or hear any of those indications, leave the area immediately, then call National Grid at **1-800-892-2345**. Be smart and be safe. Know what's below — call before you dig and know the signs of a gas leak.

Visit our website, below, for additional safety information.
www.nationalgrid.com

811®
Know what's **below.**
Call before you dig.

Visit us at **www.nationalgrid.com** and connect with us on

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