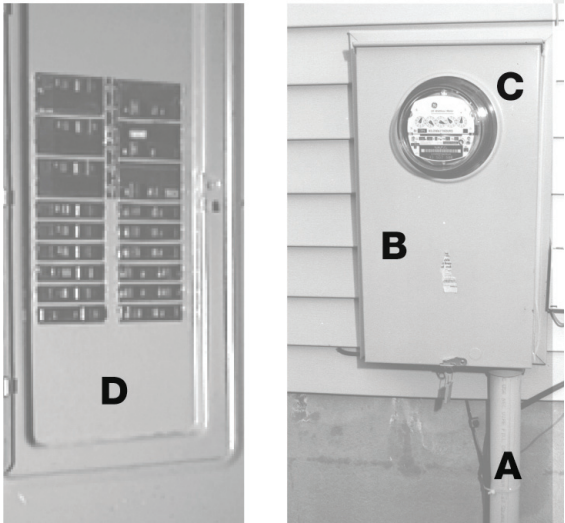


Underground Electricity Service

If you receive electricity service from an underground cable that runs from a National Grid utility pole or transformer to your residence, the electricity system consists of the following:

- A. Underground Service Entrance Cable, which runs underground from National Grid’s utility pole or transformer to the electricity meter and from the meter to the main service panel in your home.
- B. Meter Box on which your electricity meter is mounted.
- C. Electricity Meter, which measures your use of electricity in kilowatt hours.
- D. Main Service Panel, which includes the fuse boxes and/or circuit breakers that protect the electricity service in your residence.



Repair and Maintenance of Underground Service

The homeowner is responsible for the maintenance of and any repairs to the following:

- Underground service cable
- Meter box
- Main service panel

In addition to maintaining all parts of its delivery system, including the utility poles and transformers, National Grid will repair any problems with the electric meter.

Tips on Selecting a Contractor

When looking for a professional contractor to maintain, repair or replace your electricity service equipment, remember:

- Contractors charge different fees.
- Call at least three to compare price quotes.
- Ask how long each contractor has been in business.
- Get customer references — and check to see if those customers were satisfied.
- Be sure the contractor guarantees both workmanship and materials.
- Make sure the contractor provides a current copy of liability and workers compensation insurance for your protection. Avoid demands for up-front payments.
- Keep in mind that the lowest bid isn’t always the best. Skill, workmanship and service are extremely important.

National Grid contact information

To report electricity outages or downed wires:  
**1-800-867-5222**

General questions about safety and service:  
**1-800-642-4272**

Call before you dig:  
dial **811** or **1-800-962-7962**



For more information, visit us at [www.nationalgrid.com](http://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 immédiatement.

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

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

ĐÂY LÀ MỘT BÀN THÔNG CÁO QUAN TRỌNG  
XIN VUI LÒNG CHO DỊCH LẠI THÔNG CÁO ẤY

Flood Safety and  
Restoration Information

Western New York

If your neighborhood has experienced flooding, please follow these general safety rules and procedures before restoring electricity.

General safety tips

- Listen to the media for instructions from local officials.
- Wait until an area has been declared safe before entering. Be careful driving because 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.
- Stay out of flooded basements or standing water. Energized wiring, outlets and appliances below the water line may pose a hazard.
- 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.
- 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.



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

Electrical safety

- Never touch any fallen power lines or anything touching fallen wires. Report all fallen wires to National Grid.
- If service has been restored to your neighborhood and your home is still without power, call National Grid at **1-800-867-5222**.
- It is very important we hear from you regarding your outage. You should never assume we 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.
- If you use a generator to supply power during an outage, be sure to only operate it outdoors. Before operating generators, be sure to disconnect from National Grid’s system by shutting off the main breaker located in the electric service panel. Failure to do this could jeopardize the safety of crews working to restore power.

Restoring your electricity service.

Water damage to your or your neighbor’s home or business may have resulted in service interruptions. It is our goal to restore service in your area and to your home or business as safely and quickly as possible.

- 1. If your electricity 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.
- 4. If your electricity panel was not underwater and no damage occurred, please contact an electrical inspector to certify your home is ready to be re-energized.
  - A list of electrical inspection agencies is available from National Grid, **1-800-642-4272**.
  - In all cases, someone must be home for National Grid to restore electricity service to a home/building.



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

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 — and put 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 with flood damage, 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, an 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 have 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.

What’s yours, what’s ours.

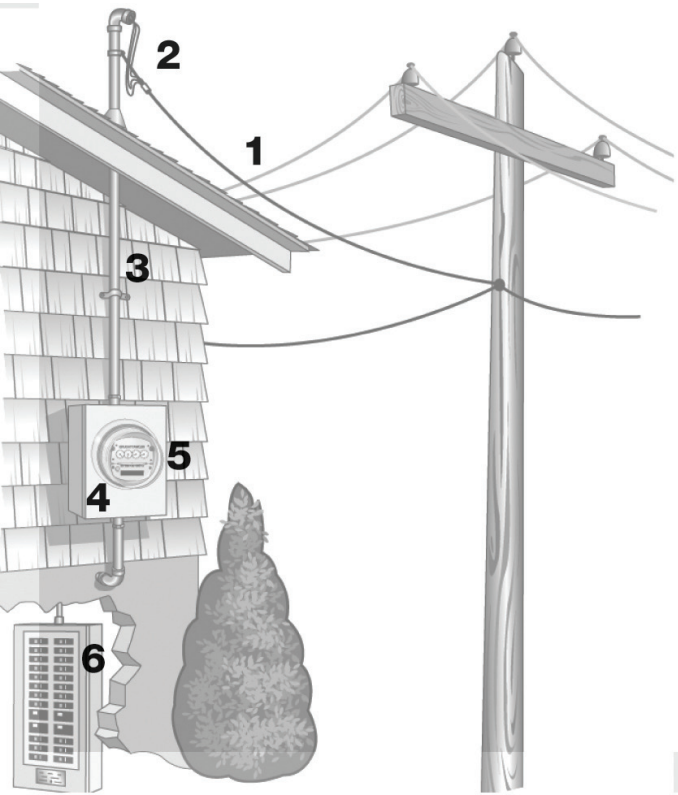
The Facts about Your Energy Service Equipment

Our customers sometimes ask who is responsible for maintaining and repairing the equipment that provides electricity and/or natural gas to their homes. Most people pay their telephone company only for service to their home, and don’t choose to pay the additional fee for maintaining the phone and lines inside the home. In the same way, you pay National Grid for providing service to your meter, not for maintaining the equipment or appliances that use the service. The customer/owner is responsible for installing, maintaining and repairing all equipment beyond the service connection point except for the electric meter.

Overhead Electricity Service Entrance Cable

If you receive overhead electricity service, your electricity system consists of the following:

- 1. Electricity Lines that run from the utility pole to your residence. The only equipment that is maintained or owned by National Grid beyond this connection point is the electricity meter.
- 2. Weatherhead and Insulator at the point where electricity lines connect to your residence.
- 3. Service Entrance Cable, the wire that runs from the weatherhead to the electricity meter and from the electricity meter to the service panel in your home.
- 4. Meter Box on which your electricity meter is mounted.
- 5. Electricity Meter which measures your use of electricity in kilowatt hours.
- 6. Main Service Panel which includes the fuse boxes and/or circuit breakers for the electric service in your home.



Who is responsible for what?

If you have overhead electricity service, you are responsible for the maintenance and repair of the following:

- Weatherhead and insulator
- Service entrance cable
- Meter box
- Main service panel

National Grid is responsible for repairs to:

- Overhead, outside electricity lines to your residence, transformers, poles, substations, transmission lines, etc.
- Electricity meter

continued >