

nationalgrid

# Stay Weather-Ready This Winter



New England winters can bring anything from heavy snow, ice and sleet to rain, wind and extreme cold. To ensure safe, reliable energy delivery, we stay prepared by strengthening our infrastructure and adding crews when needed to respond to outages and damage from weather extremes.

We want to help you and your household be ready for winter weather, too. Here are some tips that can keep you stay safe and be prepared.

## Support for those who need it

- People who depend on electric-powered life support equipment, such as a respirator, should let us know. For information on requesting designation as a life support customer, call our Customer Service Center at **1-800-322-3223**.
- In an outage, check on elderly family members, neighbors and others who may need assistance.

## Here to help

With energy prices increasing for the upcoming winter, we're here to help with our **Winter Customer Savings Initiative**, offering ways to manage your energy bill, control your energy use and find assistance to pay your bill when you need it.

Please visit [ngrid.com/heretohelp](https://ngrid.com/heretohelp) or call **1-800-233-5325** to learn more.

## Prepare your home for winter

- 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 applicable, schedule a tune-up of your home's furnace to ensure it is in proper working order, and ensure your furnace and water heater are properly vented.
- Test your smoke and carbon monoxide detectors and change the batteries every year.
- Remove dead or rotting branches on trees; if branches threaten power lines near your home, contact National Grid to request service.
- Schedule a free home energy assessment with Mass Save to learn ways you can reduce your energy use during the winter.

An energy specialist will provide low-cost recommendations on ways to reduce energy use. Significant discounts and rebates are available for customers who take advantage of opportunities such as installing insulation and energy- efficient cooling and water heating equipment.

▶ Call **1-888-774-3167** to schedule an appointment.

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## Keep an emergency kit

Prepare a winter emergency kit to stay ready in the event of a major storm. Include the following items:

- **Water** – the American Red Cross recommends one gallon of water per person per day
- **Food** – at least a three-day supply of non-perishable food, plus a manual can opener
- Battery-powered or hand crank radio
- Flashlight and extra batteries
- First-aid kit
- Moist towelettes, garbage bags and plastic ties for personal sanitation
- Personal hygiene supplies
- Extra cash
- Cell phone with chargers
- Emergency contact numbers



## When a storm hits, stay connected

- Report power outages online or by calling **1-800-465-1212**.
- Track outages and estimated restoration times at [ngrid.com/outage-central](https://ngrid.com/outage-central).
- To receive outage alerts by text message, text\* **REG** to **64743 (NGRID)**. Once you're registered, text **OUT** to **64743** to report an outage or **STAT** to check the status of your outage.  
*\*Message and data rates may apply. Text **STOP** to cancel.*
- Like us on Facebook and follow us on Twitter and Instagram; we post all the latest storm and restoration updates.

## Stay safe in a storm



**Never touch downed power lines, and always assume that any fallen lines are live electric wires. If you see one, report it immediately to National Grid or your local emergency response organization.**

## Electric Safety

- If you use a generator to supply power during an outage, be sure to operate it outdoors. Before operating your generator, 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 line crews and the public.
- If you lose power, turn off any appliances that were on when the power went off, but leave one light on so you will know when power is restored.

## Gas Safety

If you suspect a natural gas leak:

- **Get Out** – All occupants should leave the house immediately. Do not use the telephone or light switches for any reason.
- **Call Us** – After leaving the house and reaching a safe environment, call 911 or the National Grid 24-hour gas emergency number: **1-800-233-5325**
- **Stay Out** – Do not return to your home until National Grid tells you it is safe.

Find more tips at [ngrid.com/stormsafety](https://ngrid.com/stormsafety)