

NATIONAL GRID STORM PREPARATION & RESTORATION

Q. What should I do if my power goes out?

Customers can check or report power outages by:

- Logging into the [report/check outage page](#) on National Grid's website. (This is the best way for you to check the estimated restoration time for your specific address.)
- Going to the National Grid app and click on "report outage." (Our free mobile app is available from the iTunes and GooglePlay stores.)
- Calling 1-800-465-1212.

Q. How can I find out when my power will be back?

The best way to find out the estimated time of restoration (ETR) for your personal address is to log into the [report/check outage page](#) on National Grid's website. Our outage map is handy for showing ETRs for communities, and reflects the estimated time of restoration for the last customer in that community to have their power restored.

Q. My ETR is listed as "assessing conditions." What does this mean?

A. At the start of a storm or outage, ETRs are often listed as "assessing conditions." This is because the damage to our infrastructure must be investigated, evaluated and reported prior to any restoration taking place.

Q. What are your crews doing when you are assessing conditions?

A. Our crews must go to each site where damage is reported, which during a storm can be a significant number of locations. While at each site, crews determine the degree of damage to our infrastructure and identify what repairs and equipment will be required to restore it. Once those details are available, our engineers evaluate the information and prioritize the restoration work, taking into account the locations of critical facilities, like hospitals and shelters, and other community priorities. Safety is a priority, and crews will only restore power when the conditions are safe to do so. During this time, responding to 911 and downed power line calls are also the priority.

Q. Do you restore customers during a storm?

A. Our first priority in every storm is always public safety. National Grid is a first responder, similar to fire and police emergency responders, for all wires down calls in our service areas. Depending upon the severity of a storm, we can receive thousands of 911 emergency calls. Following our public safety response, we move to restoration as long as conditions are safe to do so.



Q. I don't see any crews in my area. Why?

A. Our electrical distribution system does not recognize town lines. The electricity source on which we may be working might not be in your town. Not every town has a supply line in their community. Crews may also be in remote rights-of-way areas working on sub-transmission lines that feed our distribution systems.

Q. Your crews are idling in parking lots and don't appear to be doing any work. Why?

A. Coordination is key to our storm response. Our crews follow specific, targeted guidance to make their response most efficient.

There are a variety of reasons you may see crews idling, including:

- They could be awaiting authorization for work that needs to be completed before it is safe for them to re-energize an area, and are on stand-by to be ready as soon as needed.
- They could have just cleared one call, and are awaiting orders for their next.
- Often we stage crews in parking lots near outages as supervisors assess what they need to restore. The supervisor surveys the area and returns to crews with information. There are many places crews seek to stage, while safely awaiting further instruction.

Q. Why don't you just bury your entire infrastructure?

A. While in some cases it makes sense to install electrical infrastructure underground, it would not be a cost-effective or feasible solution to replace all overhead wires with underground services. Putting electrical infrastructure underground can be extremely costly and is not immune to its own weather-related challenges. Major storms can cause water to get into underground infrastructure that can result in outages. It can take longer to find the cause of an underground outage and repair it. Repairs can also involve digging up streets. Real estate is another concern. Underground infrastructure requires easements for manholes, duct banks, transformer pads, switchgears and other associated equipment.

Q. We feel that municipal utilities do better in storms and want to know why.

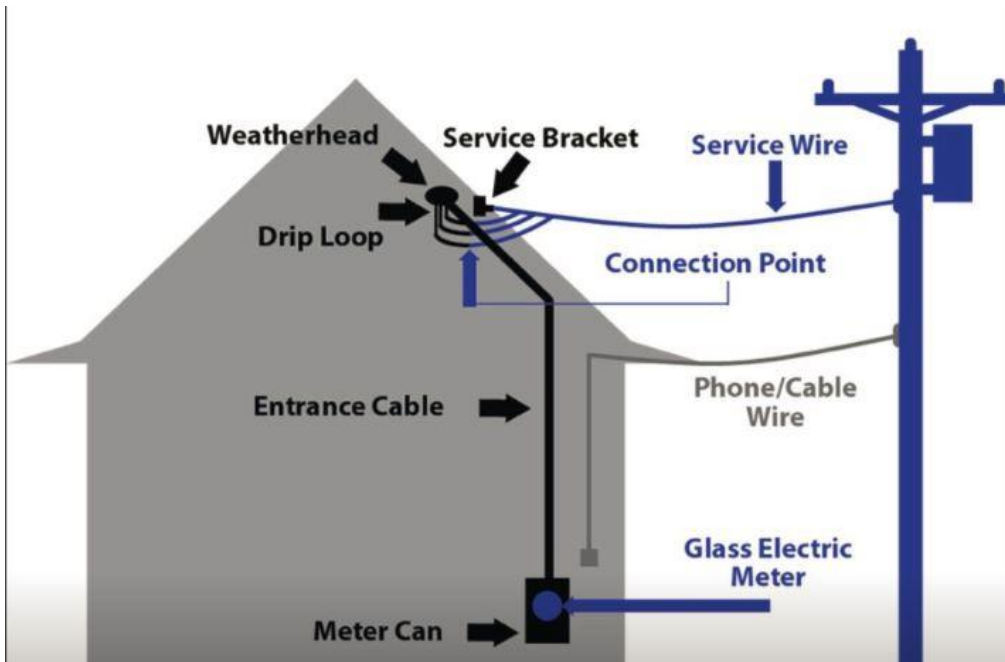
A. Comparing the performance of utilities after a major storm is not a like-for-like comparison. Many factors impact restoration efforts, including damage, the complexity of repairs, public safety/emergency response needs, etc. A major storm often impacts areas of a state in much different ways. For example, the forecast for Winter Storm Skylar varies from 6-8 inches of snow in the western Massachusetts to 18-24 inches of snow in the southeast. One utility's service area in a storm may not have been as hard hit as another's. Additionally, infrastructure damage can vary greatly.

Q. What do you mean by single power outages?

A. By design, we reconstruct and make repairs to infrastructure impacting the biggest number of customers first. The challenge then involves getting on side streets and making repairs to poles, wires down, etc. that may be affecting a small number of customers (sometimes even just one customer). It's the same work, can take the same amount of time, but the customer restoration count is considerably lower.

Single power outages involve restoration work to single customers. These are customers whose services to their homes or businesses were damaged in a storm and need to be repaired. This is non-company equipment. Customers typically need to retain the services of an electrician and get permission from their city inspector before we reenergize service lines. The illustration below helps to describe this. Everything highlighted in black is the customer's responsibility. Everything in blue is National Grid's responsibility.





Q. How do you restore power?

A. There is a carefully coordinated sequence to how we restore power. Public safety is always our first priority, followed by restoration. The illustration below shows all of the steps involved in safely restoring power.

