

nationalgrid

HERE WITH YOU. HERE FOR YOU.

Upstate NY Recovery assistance information



Emergency contact information

National Grid Customer Service

1-800-642-4272

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:

<http://www.redcross.org/find-help/shelter>

For more information, visit us at **www.nationalgrid.com**
and like us on Facebook and Twitter.



This is an important notice. Please have it translated.

Este é um aviso importante. Queira mandá-lo traduzir.
Este es un aviso importante. Sírvase mandarlo traducir.
Avis important. Veuillez traduire immédiatement.

ĐÂY LÀ MỘT BẢN THÔNG CÁO QUAN TRỌNG
XIN VUI LÒNG CHO DỊCH LẠI THÔNG CÁO ẤY
Questa è un' informazione importante,
si prega di tradurla.

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



Restoring your electric service

Important Customer Information for Storm Restoration for the Re-establishment of Electric Service:

National Grid has disconnected services of those customers who have Electric Equipment including meter, meter can, breaker or panel boxes that were damaged or exposed to water during flooding for your safety and the safety of the general public. Please follow the following procedures to ensure the restoration of your electric service.

1. Prior to restoration of your service, National Grid requires an inspection certificate from an electrical inspector that you may select from the attached list.

It is National Grid's understanding that electrical inspectors will require replacement of any Electrical Equipment that was exposed or submerged under water to pass inspection. This is necessary since proper function of the equipment cannot be assured which may place you at risk for future injury or property damage. If you plan to complete the work yourself, instead of hiring a qualified electrician, it may be preferable to contact an inspector prior to renovations so they may assist you in assessing the level of repair or replacement which may be necessary.

2. Once National Grid has been contacted by the inspection agency indicating your premise meets National Grid requirements and all applicable codes, a National Grid Service Representative will be dispatched to re-energize your service.

For any questions regarding this procedure, please contact your Customer Order Fulfillment Center at 1-800-260-0054.



Safety after the storm

A guide for our community.

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.

Natural gas safety – use your senses

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.



Carbon monoxide safety, continued

- 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**.

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.

Call before you dig

As the community works through the rebuilding process, it will be important to remember that electric power lines, natural gas pipelines, water pipes, communications lines and other utility services can be buried within a few feet of the ground. Not knowing where they are can result in serious personal injury, property damage and service interruptions.

When you call **811**, the national Call Before You Dig center will notify National Grid and other participating utilities, allowing us to mark your underground pipes, wires or cables so you'll know what areas to avoid.

For more information, call Dig Safely New York at **811** or 1-800-962-7962 and visit www.digsafelynewyork.com.

If you smell natural gas, please evacuate your home and contact us as soon as possible 1-800-892-2345.

If you do not smell natural gas, but have no gas service call 1-800-642-4272.



Restoring your natural gas service

Water 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.

Each property will be evaluated on a case-by-case basis. As a result of the widespread damage caused by flooding, repair or replacement of gas lines near or on your property or replacement of meters or other equipment may be necessary.

Repairs or replacement of your heating system or other appliances may also be needed before natural gas service is restored.

In general, these steps will be required to restore service:

1. An assessment of the condition of the gas equipment at the property (both National Grid and customer-owned).
2. Repair and/or replacement of our equipment or customer-owned appliances.
3. At least one, and possibly additional visits to the property by our meter services employees to test, inspect and relight pilot lights.

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

Water damage to your or your neighbor's home or business may have resulted in your being disconnected from our natural gas system. It is our goal to restore natural gas service in your area and to your home or business as safely and quickly as possible.

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



Generator safety

If you have, or are planning to buy a stand-by generator, please observe these guidelines 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.
- If your generator is located in a garage or outside building, check to be sure it is properly ventilated to prevent carbon monoxide poisoning.
- 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.

For more information, visit us at www.nationalgrid.com and like us on Facebook and Twitter.

