

National Grid's Customer Service Line: 1-800-322-3223

National Grid's Website: Complete information on managing storms and outages is available at <https://www.nationalgridus.com/MA-Home/Storms-Outages/Stay-Connected>.

National Grid's **Outage Central** (found at <https://www.nationalgridus.com/MA-Home/Storms-Outages/Outage-Central>) provides customers with multiple ways to receive restoration updates, safety tips, important phone numbers, and more. After checking the top banner to confirm or reset their region, customers can sign up to receive text and email alerts, connect through Facebook and Twitter, and report or check on power outages.

- **Broadcast Text Alerts**

Customers can **opt-in to receive broadcast text alerts** by texting the word STORM to NGRID (64743). Customers must verify the state where they are located and will then be registered to receive updates for their state. **Note** that this is general information on the total number of power outages within the entire state (and **not** in a particular town or neighborhood.)

- **Email Alerts**

Customers can **sign up to receive storm alert emails and get easy access to outage reporting**, e-billing and more at <https://www1.nationalgridus.com/CreateAnOnlineProfile> . They can opt out of email alerts anytime by clicking the "unsubscribe" link at the bottom of every National Grid customer email.

- **Social Media**

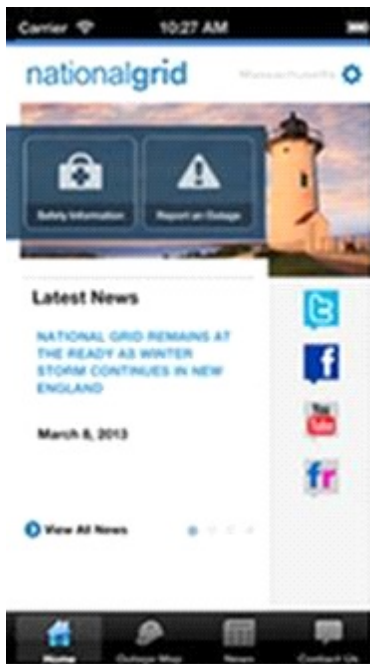
Customers can **follow National Grid on Twitter @nationalgridus** and connect with National Grid on Facebook for company information or news specific to their service area. Customers can also **visit YouTube** to view "Power Outages: Preparation and Restoration," a video that provides a comprehensive look at how National Grid prepares for and prevents outages.

Customers who access nationalgrid.com on their mobile devices can stay connected during service interruptions and get safety information at <https://www.nationalgridus.com/MA-Home/Storms-Outages/Safety-During-a-Storm>

Smart Phone Users

Customers can **download National Grid's free mobile app** from the iTunes or Google Play store sites on their devices by entering "National Grid" in the app search field on their phone. From the mobile site or app, customers can **view outage maps, report an outage, check the status of an outage, and view restoration information by area.**

The app and mobile website also provide important storm safety tips and answer frequently asked questions, along with providing the phone number to reach National Grid's Customer Service Center (1-800-322-3223.)



The American **Red Cross** and the Federal Emergency Management Association (**FEMA**) are among many organizations that offer **downloadable mobile apps for first aid, shelter locations, and disaster assistance.**

For the **Red Cross** app, visit: <http://www.redcross.org/get-help/prepare-for-emergencies/mobile-apps>

For the **FEMA** app, visit: <https://www.fema.gov/media-library/assets/images/115862>

To view the American Red Cross "Be Red Cross Ready" website, visit <http://arcbrcr.org/>