**Below are 3 ways residents who are National Grid customers can get information during power outages:**

1. **Accessing National Grid's "Outage Central" website.**
- The link is www.nationalgridus.com/outage-central

- This link allows customers to

   o Report an outage.

   o Check the status of an outage, including Estimated Times of Restoration (ETR.)

   o View a map of outages.

   o Get info on our restoration process and post-storm safety.

2. **Download the free National Grid mobile "app" onto your smart phones.**
- Instructions:

   o Enter "National Grid" in the application search field on any Smartphone and download once retrieved.

   o All "Outage Central" functionality mentioned above is accessible through this app.

   o Below is a sample of the app's screen shots:
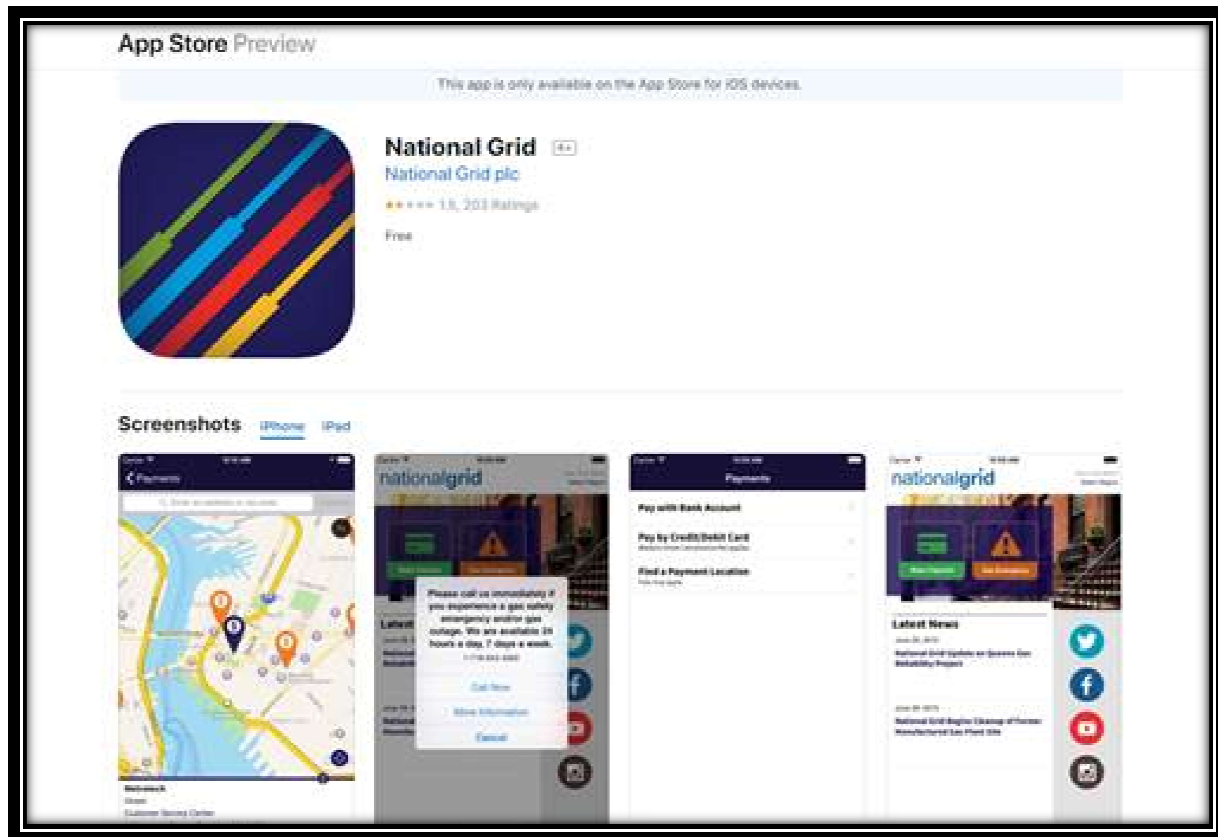
3. Enroll in personalized text message alerts.
- Instructions:

  - o For personalized messages, text REG (for "register") to 64743. You should have your 10-digit National Grid electricity account number ready to register.

  - o Once enrolled, National Grid can alert residents via text when:

    - ▪ We detect a power outage at the resident's property.

    - ▪ We have estimates or updates on how long it will take for power to be restored.

    - ▪ Residents want weather warnings for their neighborhood.

  - o National Grid customers who sign up to receive personalized text alerts can also text to report outages or check on the progress of the restoration. **Only active electric accounts can enroll in power outage alerts.**

  - • For general information from National Grid without enrolling in personalized alerts, text STORM to 64743.