

During an Outage

- Do not call 9-1-1 to report your power outage or to ask for information, use 9-1-1 only for emergencies. Call your utility company to report the outage and get restoration information.
- [National Grid](#) 1-800-465-1212
- [NSTAR](#) 1-800-592-2000
- Customers served by a municipal utility in their community should locate their utility's phone # to report outages
- Check in on friends, family, and neighbors, particularly those most susceptible to extreme temperatures and power outages such as seniors and those with access and functional needs.
- If the power is out, use flashlights or other battery-powered lights if possible, instead of candles. If you must use them, place candles in safe holders away from anything that could catch fire. Never leave a burning candle unattended.
- Don't get overheated. If the power goes out when it's hot outside, take these steps to stay cool: stay in the lowest level of your home where it will be coolest; put on light-weight, light-colored clothing; drink lots of water, even if you don't feel thirsty; remember to give your pets and/or service animal fresh, cool water; and if you need it, see if your community has "cooling centers" or shelters open.
- Follow the manufacturer's instructions and guidelines when using a generator. Always use outdoors, away from windows and doors. Carbon Monoxide fumes are odorless and can quickly accumulate indoors. Never try to power the house wiring by plugging the generator directly into household wiring, a practice known as "backfeeding." This is extremely dangerous and presents an electrocution risk to utility workers and neighbors served by the same utility transformer. It also bypasses some of the built-in household circuit protection devices.
- In order to protect against possible voltage irregularities that can occur when power is restored, you should unplug all sensitive electronic equipment, including TVs, stereo, VCR, microwave oven, computer, cordless telephone, answering machine and garage door opener.
- Leave on one light so that you'll know when your power returns.
- If a traffic light is out, treat it as a four-way stop.