



FOR IMMEDIATE RELEASE

September 5, 2008

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**NATIONAL GRID IN NEW ENGLAND OFFERS TIPS TO PREPARE FOR POWER
OUTAGES AS IT PREPARES FOR TROPICAL STORM HANNA**

**High Winds and Heavy Rains Expected to Impact Eastern New England
Service Territory**

Waltham, Mass. -- National Grid is preparing for tropical storm Hanna, which is predicted to hit eastern New England this weekend. The company has already taken a number of steps to ensure a safe and rapid restoration of service interruptions that might be caused by the storm. These include:

- Closely monitoring the storm's progress on an around-the-clock basis
- Preparing all restoration equipment and inventories
- Alerting electric and natural gas personnel to the potential need for extended work hours
- Putting crews on notice for availability through the weekend and perhaps longer
- Arranging Contact Center schedules for extended coverage
- Coordinating efforts with state and local emergency management organizations
- Preparing notifications to special needs and critical care customers to make special arrangement to address their needs should the storm cause extensive damage

The company also offers the following tips for customers that will minimize inconvenience and ensure safety in the event that storm-related power interruptions occur.

- Be prepared. High winds, lightning and heavy rain can cause local electrical service interruptions.

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TIPS TO PREPARE FOR POWER OUTAGES / 2

- Have a number of working flashlights, at least one battery-operated radio and an extra supply of batteries in your home. A radio is a good way to stay in touch, as National Grid provides news media with timely information regarding service restoration efforts.
- Post National Grid's emergency outage reporting number—800-465-1212—near your telephone so it will be handy if needed.
- If you lose power, turn off any appliances that were on when the power went off, but leave one light on so you will know when power is restored.
- Never touch downed power lines. If you see one, report it to National Grid or your local emergency response organization.
- If you use a generator to supply power during an outage, be sure to only operate it outdoors. Before operating generators, be sure to disconnect from National Grid's system by shutting off the main breaker located in the electric service panel.
- Power problems can sometimes interrupt public water supply systems or disable well pumps, so it's an especially good idea to keep a supply of bottled drinking water handy, as well as some canned food.
- People who depend on electric-powered life support equipment, such as a respirator, should let National Grid know. To register as a National Grid life support customer, call the company's Customer Service Contact Center at 800-322-3223.
- During a power outage, some phones that are linked to a local phone line need electricity to operate. If you would like to register another phone number, such as a cell phone, as your account's primary phone number, please go to www.nationalgridus.com/myaccount and update your information so we can call you with important information during a power outage.

After the storm, if your home is without power, call National Grid at 800-465-1212. While waiting for your power to return, please know that we're doing everything we can to restore electric service as quickly as possible.

National Grid is an international energy delivery company. In the U.S., National Grid delivers electricity to approximately 3.3 million customers in Massachusetts, New Hampshire, New York and Rhode Island, and manages the electricity network on Long Island under an agreement with the Long Island Power Authority (LIPA). It is the largest distributor of natural gas in the northeastern U.S., serving approximately 3.4 million customers in Massachusetts, New Hampshire, New York and Rhode Island. National Grid also owns over 4,000 megawatts of contracted electricity generation that provides power to over one million LIPA customers.

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