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OFFICE OF TOWN MANAGER

April 22, 2010

OUTAGE NOTIFICATION

Dear Customer:

National Grid is committed to delivering safe, reliable electric service to our customers. To make improvements to our electrical distribution system, we will be working in your neighborhood on **Saturday , May 1st beginning at 8:30 a.m. until approximately 11:30 a.m.** For our crews to work on our equipment safely, it will be necessary to interrupt your electrical service for approximately **2 - 4 hours**. We regret the temporary inconvenience. We are providing you and your neighbors with one week's notice so that that you may make any necessary provisions to minimize the discomfort associated with the temporary loss of power.

The streets affected by this planned outage in the **town(s) of Westford** will include:

133, 137, and 142 Littleton Road

Nixon Road

This work will be rescheduled in the event of inclement or extreme weather (above 90 degrees or below 20 degrees) or unexpected events on our system. In the event that National Grid must reschedule, our work will be performed on **Saturday, May 15th** " for the same time period.

For additional information, please review the enclosed **Frequently Asked Question sheet enclosed.**

Should you have any additional questions, please contact Customer Service at 1-800-322-3223. Again, thank you in advance for your cooperation and understanding.

National Grid

National Grid
245 South Main Street
Hopedale, MA 01747

Frequently Asked Questions: Planned Power Outages

If You Have Received Notice of a Planned Power Outage

Why is this outage happening?
The electrical distribution system in your area is in need of repairs. If we do not make these repairs, there is a risk that your area will experience an unplanned outage. Unplanned outages generally result in more customer inconvenience since the duration of the outage is much longer.

By scheduling a planned outage, we can make the necessary repairs in a much shorter period of time, thereby minimizing the inconvenience for customers. Planned outages are carefully orchestrated with all crews and materials in place before our lines are actually de-energized.

Can this outage be postponed?
This outage cannot be postponed. We have provided all affected customers with a one week notice of the planned outage so that they can make any necessary provisions to minimize discomfort or disruption associated with the temporary loss of power.

In the event that outside temperatures are expected to be below 20 degrees, above 90 degrees, or if severe weather is predicted (steady rain, snow) or an unexpected emergency occurs, we will move this outage to one of the contingency dates listed on the notification you received from us. You may contact us any time after noon the day of a planned power outage to confirm that the outage is still planned for that evening.

How is outage timing determined?

Most scheduled outages occur during normal business/daylight hours. Some outages are scheduled during late evening/early morning hours to minimize the inconvenience of the outage for the majority of customers

Will the outage last the full time listed in your notification?
Our crews will do everything possible to minimize the duration of the outage. It is very unlikely that the outage will last more than the estimated time for this repair. If we know in advance that we are unable to complete all the repairs within the estimated window, we will schedule a second outage at a future date.

Can this work be done without an outage?
Our crews cannot complete this repair work safely unless the equipment is de-energized.

What actions should I consider to prepare for this planned outage?

Often, customers notify their security and alarm providers of these planned events. Should you have sensitive electronic equipment, you may also wish to shut down these devices during the outage and restart them once your power is restored.

Will I be supplied with an emergency generator?
We do not have generators available to loan to customers. Since spontaneous outages and equipment failures can occur at any time, we recommend that customers who need uninterrupted power evaluate the benefit of having a generator versus the cost of installing the generator and necessary transfer switch/wiring.

Concern about Life Support customers
Because power outages can happen at anytime, we recommend that customers who rely on special equipment have backup systems to insure a continuous supply of power.

By providing all customers with advance notice of a planned interruption, we hope that customers will have sufficient time to verify that their backup systems are in good working order or to make alternate arrangements during the time of the planned outage.

Will the planned outage affect the food in my refrigerator?

Try to leave the refrigerator or freezer doors closed during the planned power outage. If the doors remain closed, refrigerated food can stay cool for about six to nine hours. Frozen food can remain safe for up to 24 hours.

Concern about cold weather
Our crews routinely perform work in cold weather. A planned outage is being arranged so that the duration of the outage will be shorter than the unplanned outage that could occur if our equipment fails before it can be repaired.

We recommend that customers increase the temperature in their homes by about 10 degrees in advance of the planned outage to minimize the discomfort of not having heat available during the planned outage. Once service is restored after the planned interruption, please verify that your heating equipment is operational. Some heating systems need to be "restarted" by service technicians.

If your home is prone to pipes freezing, we also recommend that during the planned interruption you allow a trickle of water to run through a faucet to minimize the risk of freezing pipes.

The following is supplemental information for customers concerned with homes becoming cold during the planned interruption.
Please note that this chart assumes that the starting temperature before the outage is 70° within the home. We recommend that customers increase the temperature within their home approximately 10 degrees to minimize the discomfort of not having heat during the temporary interruption.

Outdoor Temperature: 20° F
Starting Indoor Temperature: 70° F

		Hours After Power Shut Down								
Building Type	**Insulation**	**1**	**2**	**3**	**4**	**5**	**6**	**7**	**8**	**9**
Triple Decker	No Insulation	66.5°	63.2°	60.2°	57.4°	54.8°	52.4°	48°	46°	44°
Smaller Multifamily	No Insulation	65.9°	62.2°	58.8°	55.7°	52.8°	50.2°	46°	44°	42°
Large Older House	Poor Insulation	67.2°	64.6°	62.1°	59.8°	57.6°	55.6°	52°	50°	48°
Smaller Older House	Poor Insulation	66.6°	63.5°	60.6°	57.9°	55.4°	53.0°	49°	47°	45°
Large 60's Ranch/Cape	Moderate Insulation	67.9°	65.9°	64.0°	62.1°	60.4°	58.7°	55°	54°	52°
Smaller 60's Ranch/Cape	Moderate insulation	67.5°	65.0°	62.8°	60.6°	58.6°	56.6°	53°	51°	49°

Please note:

Older homes with older boilers (millivolt thermostat) may not experience heating shut down.

Some heating equipment will need to be restarted (by a servicing technician). Residents should verify that heating equipment is operational before leaving for the day.

Some homes of any type will experience pipe freezing, depending on location of pipes and air leaks. It is best to leave water running at a trickle in each plumbing branch to help avoid frozen plumbing.

Recommend setting home thermostat (and basement if possible) at 72°F-75°F the night before the planned outage to minimize potential discomfort.

Recommend care in using space heaters in advance of the shut-down (especially un-attended).