

RESCHEDULED

nationalgrid

Work Request Number: 31113209

August 19, 2025

## Planned outage scheduled for your area

Dear Customer:

We are writing to inform you that we will be working in your neighborhood on Wednesday, September 10<sup>th</sup> in order to make improvements to our electrical system.

For our crews to work safely, it will be necessary to interrupt your power for approximately 4 hours, **beginning at 9:00pm until approximately 1:00am. We regret any inconvenience this may cause and recognize our customers are spending more time at home, but this work is necessary for the company to continue to deliver safe and reliable service to you and your neighbors.**

The streets affected by this planned outage in the city(s) of Brockton will include:

0 High St, 0 Highland St, 0, 80, 91, 93, 121 Legion Pkwy, 30, 36, 63 Main St, 28 Petronelli Way,  
76, 78, 81, 135, 136 Warren Av

In the event of inclement or extreme weather (above 90 degrees or below 20 degrees) or unexpected events on our system, our work will be rescheduled and performed instead on Thursday, September 11<sup>th</sup> for the same time period. In the event of inclement weather on both days, our work will be scheduled on a later date for the same time period.

For additional information, please review the enclosed **Frequently Asked Questions sheet, enclosed**, or contact Customer Service at **1-800-322-3223**.

Again, thank you in advance for your cooperation and understanding as we work to provide safe, reliable electric service.

National Grid

This is an important message. Please have it translated.

Este é um aviso importante. Quiera mandá-lo traduzir.  
Este es un aviso importante. Sirvase mandarlo traducir.  
Avis important. Veuillez traduire immédiatement.

Діо оиетт, наауое ооооеттене.  
Нокатифіка, напоетте ттобіа  
наст ето неперетт.

Đây là một thông báo quan trọng.  
Xin vui lòng dịch thông báo này.

Questa è un'informazione importante.  
Si prega di tradurla.

# 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.