

What's Yours, What's Ours

Who's Responsible for Your Electric and Gas Service

nationalgrid

HERE WITH YOU. HERE FOR YOU.

The Facts about Your Energy Service Equipment

Our customers sometimes ask who is responsible for maintaining and repairing the equipment that provides electricity and/or natural gas to their homes. Most people pay their telephone company only for service to their home, and don't choose to pay the additional fee for maintaining the phone and lines inside the home. In the same way, you pay National Grid for providing service to your meter, not for maintaining the equipment or appliances using the service. The customer/owner is responsible for installing, maintaining and repairing all equipment beyond the service connection point except for the electric meter.



Overhead Electric Service Entrance Cable

If you receive overhead electric service, your electric system consists of the following:

1. Electric lines that run from the utility pole to your residence. The only equipment that is maintained or owned by national grid beyond this connection point is the electric meter.
2. Weatherhead and insulator at the point where electric lines connect to your residence.
3. Service entrance cable, the wire that runs from the weatherhead to the electric meter and from the electric meter to the service panel in your home.
4. Meter box on which your electric meter is mounted.
5. Electric meter which measures your use of electricity in kilowatt-hours.
6. Main service panel which includes the fuse boxes and/or circuit breakers for the electric service in your home.



Who is responsible for what?

If you have overhead electrical service, you are responsible for the maintenance and repair of the following:

- Weatherhead and insulator
- Service entrance cable
- Meter box
- Main service panel

National Grid is responsible for repairs to:

- Overhead, outside electric lines to your residence
- Electric meter

**This is an important notice.
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.

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

ĐÂY LÀ MỘT BẢN THÔNG CÁO QUAN TRỌNG
XIN VUI LÒNG CHO DỊCH LẠI THÔNG CÁO ẤY

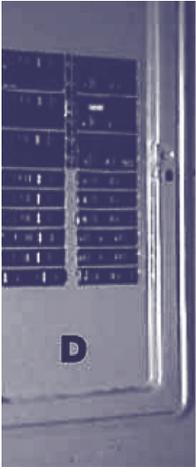
Это очень важное сообщение.
Пожалуйста, попросите чтобы
вам его перевели.

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Underground Electric Service

If you receive electric service from an underground cable that runs from a National Grid utility pole or transformer to your residence, the electric system consists of the following:

- A. Underground service entrance cable, which runs underground from national grid's utility pole or transformer to the electric meter and from the meter to the main service panel in your home.**
- B. Meter box on which your electric meter is mounted.**
- C. Electric meter, which measures your use of electricity in kilowatt-hours.**
- D. Main service panel, which includes the fuse boxes and/or circuit breakers that protect the electric service in your residence.**



Repair and Maintenance of Underground Service

The homeowner is responsible for the maintenance of and any repairs to the following:

- Underground service entrance cable
- Meter box
- Main service panel

In addition to maintaining all parts of its delivery system, including the utility poles and transformers, National Grid will repair any problems with the electric meter.

Natural Gas Service (Upstate NY only)

Our natural gas customers are responsible for maintaining and repairing any equipment past the meter, such as furnaces, gas ranges, water heaters or pipes inside the home. National Grid is responsible for installing, maintaining and repairing gas meters and pipes up to the meter.

Tips on Selecting a Contractor

When looking for a professional contractor to maintain, repair or replace your electric or natural gas service equipment, remember:

- Contractors charge different fees. Call at least three to compare price quotes.
- Ask how long each contractor has been in business.
- Get customer references – and check to see if those customers were satisfied.
- Be sure the contractor guarantees both workmanship and materials.
- Make sure the contractor provides a current copy of their liability and workers compensation insurance for your protection.
- Avoid demands for up-front payments.
- Keep in mind that the lowest bid isn't always the best. Skill, workmanship and service are extremely important.

National Grid, 40 Sylvan Road, Waltham, MA 02451

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Call us! For more information on energy related matters, including online account access, visit www.nationalgridus.com. Or call us at **800-322-3223** (MA, RI) or **800-642-4272** (Upstate NY).