

## Utility Services Contact Information

<b>Electricity</b>	<b>Littleton Electric</b>	<b>978-540-2222</b>
	<b>Hudson Light &amp; Power</b>	<b>978-562-2368 or 978-568-8736</b>
<b>Gas</b>	<b>National Grid</b>	<b>800-640-1595</b>
		<a href="https://www.nationalgridus.com/ma-home/storms-outages/stay-connected">https://www.nationalgridus.com/ma-home/storms-outages/stay-connected</a>
<b>Telephone/ Cable/ Internet</b>	<b>Verizon</b>	<b>800-837-4966</b>
		<a href="http://www.verizon.com/outage">www.verizon.com/outage</a>
	<b>Comcast</b>	<b>800-266-2278</b>

### **Customer Check List from Verizon**

- If you rely solely on cordless phones in your home, you should consider getting an inexpensive hard-wired phone that plugs directly into your home’s wall jacks. Cordless phones will not function without commercial power, but corded phones will work in the event of a loss of commercial power.
- Remember home answering machines won’t work without power, but Verizon voice mail service – which is powered by the network – will work and can serve as a convenient family message board.
- Charge all battery-powered devices before the storm hits, including wireless phones and PDAs, laptop computers, personal entertainment devices (like MP3 players), flashlights and radios. And check your supply of batteries.
- Many people keep all of their contact information in their PCs or wireless devices. Make contact lists and create communications plans for loved ones before the storm hits. If you are evacuated or are otherwise unreachable, make plans to communicate via wireless calling, text messaging, the Internet or other alternatives available at relocation sites.
- Top off all vehicle and generator fuel tanks before the storm – gas pumps also rely on commercial power.
- Check your local emergency-readiness authorities for their recommendations and advisories about the situation in your area. Be sure to check back with them if the situation gets worse.
- If you live in a flood-prone area, protect sensitive equipment like computers and TVs by getting them as high above ground as you can so when service comes back up, you’ll be back in business quickly.

### **Customer Check List from Comcast**

- Keep your XFINITY® Voice modem plugged into an outlet or a power strip that’s never turned off. This ensures that the modem’s battery is fully charged.
- A fully charged battery offers up to eight hours of battery life. Since power outages can last longer, keep non-emergency phone calls that can drain the battery to a minimum. You can also chat with a live agent about replacing modem batteries that no longer maintain a charge. Please note: your XFINITY Voice modem only needs one battery, even if it has two battery slots.

- Keep a corded (landline) phone on hand, even if it's stashed away in the closet. During a power outage, simply plug it into a jack and you'll have phone service. That's because corded phones, unlike cordless phones, don't need a separate power source to operate.
- Sometimes a storm can knock out the broadband network and fully interrupt XFINITY® service. So we recommend having a working mobile phone in addition to XFINITY Voice service. You should also take the following steps:
  - Program emergency contact numbers — including the police department, fire station and hospital as well as family members — into your mobile phone.
  - Forward your calls to your mobile phone before a severe storm knocks out power.
- During an emergency, more people are trying to use their phones at the same time. They may be trying to reach the local utilities to report outages, or to check on family friends and neighbors. The increased calling volume may create network congestion, and you'll hear either a "fast busy" or slow dial tone. If this happens, hang up, wait several seconds and then try the call again. This allows your original call data to clear the network before you try again. Also try sending a text message. During emergencies, text messages often go through quicker than voice calls because less network resources are needed.

### **Customer Check List from Electric Utility Cos.**

- ❖ Access a map that indicates the outage areas impacting Littleton Electric during emergency events. <https://leld.maps.arcgis.com/apps/webappviewer/index.html?id=c3a9ec7ef0f94c81bb878721c176d270>
- When a major storm is predicted, make sure you have the following on hand:
  - Flashlights
  - Batteries
  - Battery-operated radio
  - Fire extinguisher (or baking soda in case there's a fire).
  - Canned & dry foods.
  - Water, if you have an electric water pump.
- If the electricity does go off:
  - Check your fuses & circuit breakers.
  - Check your neighbor's house to see if they have power.
  - Turn off all major appliances.
  - Leave on one light so you'll know when power is restored.
  - Call your provider at the numbers listed above.
- Keep safety in mind during an outage:
  - Never, ever touch downed wires!
  - Don't use grills inside the house!
  - To ensure the safety of line crews, only use a standby generator that has been properly installed!