

DAMAGED SERVICE PROCEDURE

If you lose power during a storm event resulting from damage to the wire that runs from the electric company's pole to your dwelling or other damage to your electrical system, the following procedure must be followed for restoration by National Grid.

1. Contract with a Rhode Island licensed electrician to assess the damage and make the necessary repairs.
2. The electrician must obtain an electrical permit to make the repairs. This may be done after the work is completed in emergency situations.
3. Schedule an inspection with the Building Inspector's office (401-789-9331 Ext. 1225 Monday – Friday 8:30 a.m. to 4:30 p.m.). These requests will receive priority over other scheduled inspections during emergency situations.
4. After the inspection is performed and the repairs are in accordance with the code, the Building Inspector's office will contact National Grid and approve the reconnection to the power grid. National Grid will schedule the reconnection in accordance with their priority protocols.

CAUTION: Never touch a damaged power line, assume that it is live. Do not attempt to remove or cut any part of a tree or limb that is in contact or leaning on any electrical line.