

Thank you for your  
patience and support.

Assistance may be available for food and/or  
prescription medication spoilage.



Dear Valued Customer,

We know this past holiday weekend has been one of the most challenging in Western New York's history – with the unprecedented historic blizzard bringing several feet of snow and wreaking havoc across the region. The storm left the most damage in Erie, Niagara and Orleans counties. While blizzard conditions and winds have lessened, unsafe travel conditions persist across the region.

To address this extreme weather event, we have:

- Deployed a workforce of 2,850 National Grid employees as well as third-party restoration personnel from as far as Canada, Iowa, Texas and Oklahoma
- Coordinated with numerous state and local emergency response organizations to identify and prioritize restoration zones, with access remaining our largest challenge to full restoration
- Provided proactive communications to customers with special health needs
- Worked with the counties to promote public warming centers. For a complete list, click on the warming shelter icon on our [Outage Central map](#)
- Communicated [storm safety information](#) to all our customers in New York state

Our crews have worked around the clock to respond to outages non-stop since Friday, December 23, and have restored 99,400 customers as of Tuesday morning, December 27. The remaining outages are mainly in Erie County, with approximately 4,600 homes and businesses still out of service. For the most up-to-date information about outages and estimated restoration times, please visit [Outage Central](#).

Since the beginning of the storm, we have been in constant communication with state and local officials and are working with them to deploy snow-clearing equipment to assist us in our vital safety and restoration work. This coordinated response has been a team effort, and we appreciate the support we are receiving from our government, emergency, and public service partners. We expect this work to continue for the next several days as localized winter weather continues. We will be working until every customer is safely restored.

Finally, to help families and small businesses impacted by the storm and power outages, we have enacted our process for customers to file claims for food and prescription medication spoilage. Please see more information below on how to file a claim.

Thank you again and please stay safe.

Sincerely,

Helen Burt  
Chief Customer Officer  
National Grid

► Reimbursement may be available for food and prescription  
medication spoilage due to an extended outage

We know that experiencing a prolonged service interruption is never easy. That's why, in any outage, our crews are committed to restoring our customers' utility service as soon as safely possible.

Residential customers who have experienced an outage lasting more than 72 hours may be eligible for reimbursement for spoiled food and/or prescription medication spoilage. Small commercial customers may also be eligible for reimbursement of spoiled food. Claims must be filed by Jan. 10, 2023.

Start your claim

or call 315-428-3370

National Grid



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Это очень важное сообщение. Пожалуйста,  
попросите чтобы вам его перевели.  
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Xin vui lòng dịch thông báo này.