

National Grid can now send personalized power outage alerts by text, email, and phone calls!

The system also allows residents to text National Grid to report outages or check on the progress of their restoration.

National Grid can alert residents when:

- They detect a power outage at the resident's property.
- They have estimates or updates on how long it will take for power to be restored.
- Residents want weather warnings for their neighborhood.

There are 3 ways to enroll:

1. For a quick, easy way to enroll, simply text **REG** (for "register") to **64743**. You should have your 10-digit National Grid electricity account number ready to register.
2. Call **1-800-322-3223** and let them know how you prefer to be contacted during storms and outages, and they'll be in touch when necessary.
3. If you already have an online account established with an email address and password, login to set your notification preferences. ***If you do not have an online account, you can register for one.***

National Grid customers who sign up to receive text alerts can also text to report outages or check on the progress of the restoration. ***Only active electric accounts can enroll in power outage alerts.***

Texting can be done with any of the following commands:

- Text **REG** to **64743** to sign up for text alerts.
- Text **OUT** to **64743** to report an outage.
- Text **SUM** to **64743** followed by your town, county, or state to get a summary of outages in your area. For example, if you live in Hardwick, text "**SUM Hardwick**" to 64743. ***You do not need to be registered for text alerts to utilize this function.***

Text **HELP** to **64743** for the full list of commands.