

What does National Grid own vs. what do you own?

Did you know that not everything on your home is owned by the utility company? Some things are owned and maintained by the customers. When we are restoring customers after a storm, some customers may need to work with an electrician to make the necessary repairs to the equipment that is customer owned. Once the customer's equipment is repaired, you'll typically need the city/town electrical inspector to sign off on the work and then the inspector will call in an approval and we will be notified that you are ready to be re-energized.

The illustration below helps to describe this. Everything highlighted in black is the customer's responsibility. Everything in blue is National Grid's responsibility. For example, if your Weatherhead was damaged during a storm, we would need you to first call an electrician and make the necessary repairs before we could reconnect you to the grid.

