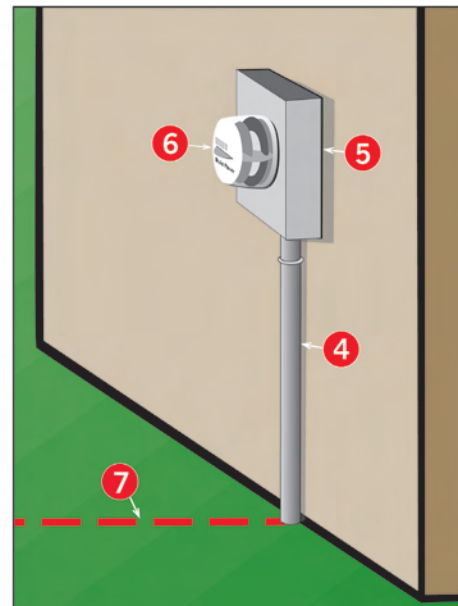
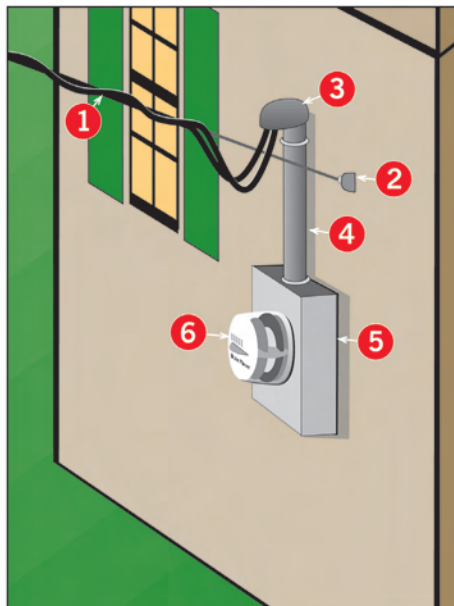
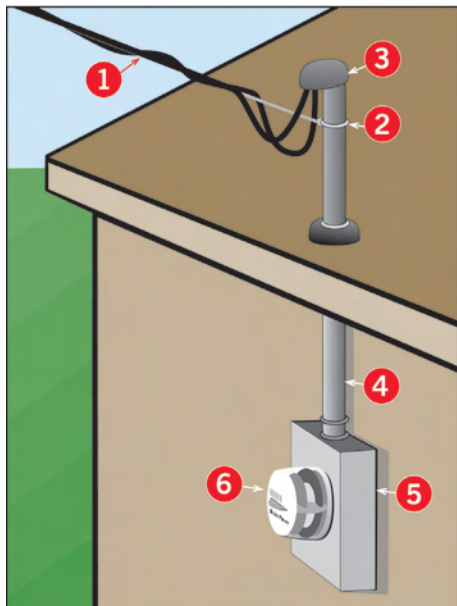


## Service Connection Damage

### WHO'S RESPONSIBLE WHEN THE SERVICE CONNECTION TO YOUR HOUSE IS DAMAGED?



For residential installations in the Carolinas, Duke Energy installs and maintains the overhead service line **1**, underground service line **7**, attachment hardware **2**, weatherhead **3**, riser

**4**, and electric meter **6**. Installation and maintenance of the meter box **5** is the customer's responsibility. If the riser extends through the roof or eave, installation and maintenance is also the

responsibility of the customer. These are typically installed and maintained by a licensed electrician..

#### Note:

- Customers living in mobile homes are responsible for the service pole and for the service line that leads from the service pole to the meter. Customers are also responsible for their meter box, as previously explained.



- If the meter box is pulled away from your house and you have **no power**, the homeowner is responsible for contacting an electrician for a permanent fix. In some instances, an electrical inspection may be required before Duke Energy can reconnect your service. Your electrician should be aware and advise you accordingly.
- If the meter box is pulled away from the house and you have **power**, you should call an electrician to reattach the meter box. Again, an electrical inspection may be required.

To report an outage, please call: North Carolina/South Carolina: 1-800-POWERON (Español: 1-866-4APAGON)  
Nantahala Area: Call your local Duke Energy office. For more information, visit [www.duke-energy.com](http://www.duke-energy.com).