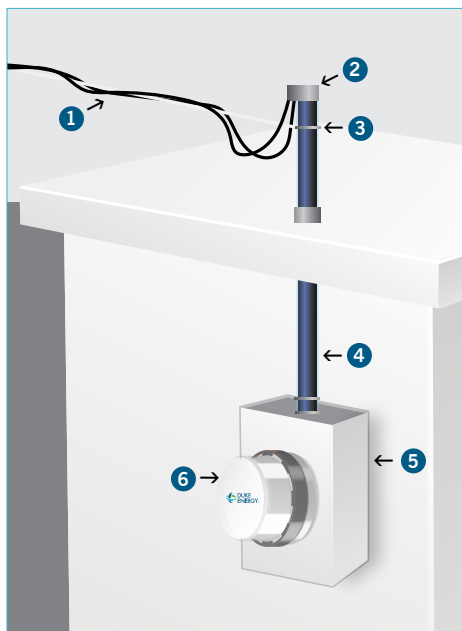
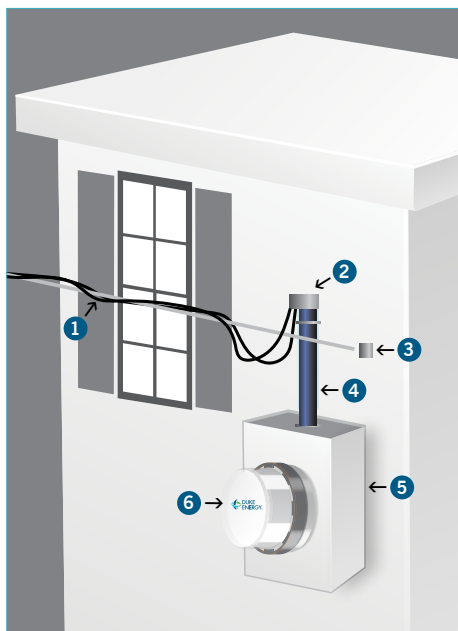
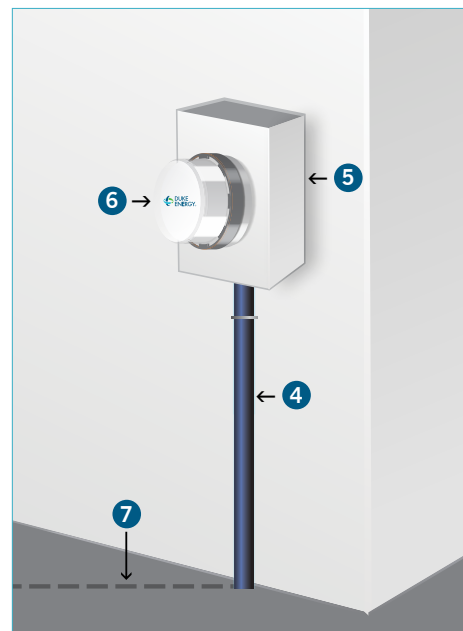


Meter and Service Connection Damage

Who's responsible when the service connection to your house is damaged?

Exceptions apply for customers in a flood plain with an elevated meter and for customers with large homes that require special current transformer (CT) meters. Detailed information is available in the Requirements for Electric Service and Meter Installations Book at duke-energy.com.



For residential installations in Florida, Duke Energy installs and maintains the overhead service line ①, underground service line ⑦ and electric meter ⑥. Installation and

maintenance of the attachment hardware ③, weatherhead ②, riser ④ and meter box ⑤ are the customer's responsibility. If the riser extends through the roof or eave, installation

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



Customers should avoid any contact with a damaged weatherhead, line(s) or meter box. Always assume these items are energized.

Note:

- Customers living in mobile homes are responsible for the service pole and for the service line that runs from the service pole attachment to the meter. Customers are also responsible for their meter box, as previously explained.
- If the meter box is pulled away from your house or mobile home service pole and you have no power, the homeowner is responsible for contacting an electrician to reattach the meter box and/or provide a permanent fix. In some instances, an electrical inspection may be required by the county before Duke Energy can reconnect your service. Your electrician should be aware and advise you accordingly.

To report an outage, please call: Florida 800.228.8485

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