

## Meter damage and repair

- There are three types of meter installations: **underground** and two variations of **overhead** (see illustration below).
- For underground installations, Progress Energy is responsible for the service line, the actual electric meter and the riser. The customer is responsible for the meter box.
- For above-ground installations, Progress Energy is responsible for the service line and electric meter. The customer is responsible for the weatherhead, attachment hardware, conduit and meter box.
- If any components listed above are damaged, the customer should call a licensed electrician for repairs and may need to arrange for an electrical inspection before Progress Energy can restore service. We want to get your power back on quickly, and

getting your components repaired will help make that possible. Progress Energy can provide a free, no-obligation referral to a local reputable electrician at **1.888.999.8856**.

- For customers with overhead service, Progress Energy owns the service line that goes from the pole on the street to the point of delivery near the weatherhead where company-owned wire connects to customer-owned wire.

**Customers should avoid any contact with damaged weatherhead, lines and meter boxes and assume that these items are energized.**

