

What Part of the Electric Service Does the Homeowner/Consumer Own?

When a residential service is overhead, a wire called the "service drop" runs from the utility pole to the home. This wire belongs to Clark Energy.

However, the service drop connects to the house at the "weatherhead" or "masthead"-a vertical, pipe-like structure that extends upward from the box that houses the electric meter. The weatherhead belongs to the homeowner/consumer. When damage occurs, make sure that the service box and adjoining weatherhead are intact. The conduit (or pipe) should be bolted to the house and should not be separated or pried from the building. If there appears to be damage, you should:

- Turn off main breaker.
- Contact Clark Energy immediately at 1-800-992-3269. We will dispatch a serviceman as soon as possible to make the area safe.
- Contact a licensed electrician to make repairs to any damaged electrical equipment attached to your home.
- After the service has been repaired, and if any required inspections are made, contact Clark Energy to request power be restored.

