

Understanding your home's electrical service



Our customers sometimes ask who is responsible for maintaining and repairing the equipment that provides electricity to their homes. This is especially important to know in the event of severe weather damage.

If a storm damages your home's overhead or underground electrical service, restoration efforts will go more smoothly if you are able to identify which connections are NGEMC's responsibility and which are yours.

Below is a breakdown of how electrical service is set up at your home and who is responsible to maintain the various pieces of equipment.

Member maintenance/responsibility

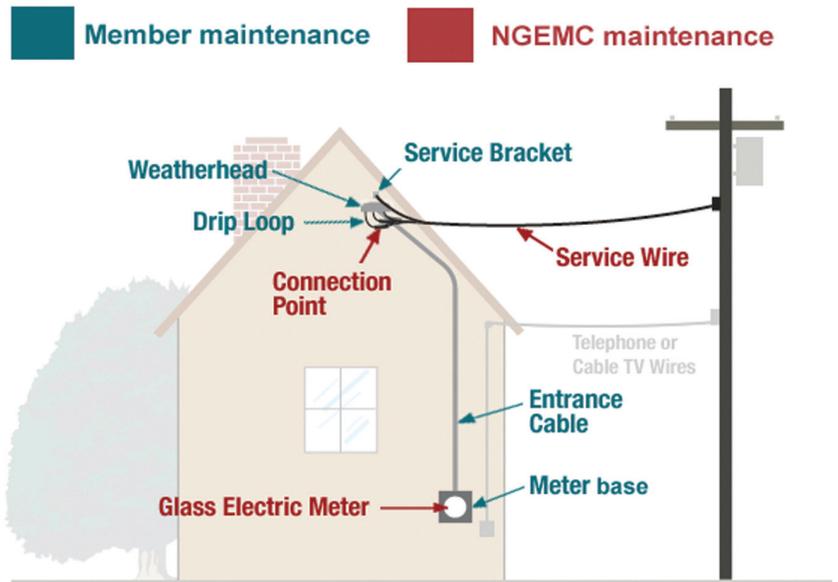
Our members are responsible for the maintenance and repair of the following:

- **Weatherhead:** The weatherhead is the entry point for the service line after it has left the transformer. The weatherhead protects the connection from inclement weather.
- **Entrance cable:** This is the wire that runs from your weatherhead to your electric meter.
- **Meter base:** This is where your electric meter is mounted. NGEMC supplies the meter base, but the member is responsible for having an electrician install the meter base.
- **Main service panel:** This panel is what distributes electrical current to the various circuits within your home. This includes the fuse box and circuit breakers.

Please note that following a storm or high winds that may damage indoor electrical equipment or blow trees onto your service line, the service line from the pole to your home cannot be replaced or connected until the above items have been repaired by an electrician and inspected by the local building inspector.

NGEMC maintenance/responsibility

- **Service wire:** This is the wire that runs from the overhead transformer on the utility pole, or from the underground transformer mounted on a pad, to the electric meter at your home. This line is maintained by



NGEMC and should not be touched by anyone other than NGEMC. Touching an overhead or underground service line is not only illegal but could also result in you being shocked or electrocuted. Through digging, boring or trenching, you could also make contact with an underground service line and be severely injured or electrocuted. Georgia law says you must call Georgia 811 before doing any digging on your property so the Utilities Protection Center of Georgia can alert NGEMC and other utilities who can come to your home and mark underground utilities for the sake of safety.

- **Connection point:** For overhead services, the connection point is where the service line attaches to the customer's premises, at the weatherhead. For underground services, the connection point is where the service line comes out of the ground and attaches to the top of the meter base. NGEMC is responsible for wiring the connection point after the weatherhead and the meter base have been installed and the equipment has been approved by a local building inspector.
- **Electric meter:** This is the equipment that registers the amount of electricity your home uses in kilowatt hours. In addition to maintaining all parts of its delivery system, including utility transformers and poles, NGEMC installs and maintains the electric meter.

Dalton (706) 259-9441 Calhoun (706) 629-3160 Fort Oglethorpe (706) 866-2231 Trion (706) 734-7341

Follow us on Facebook, Twitter and www.ngemc.com

