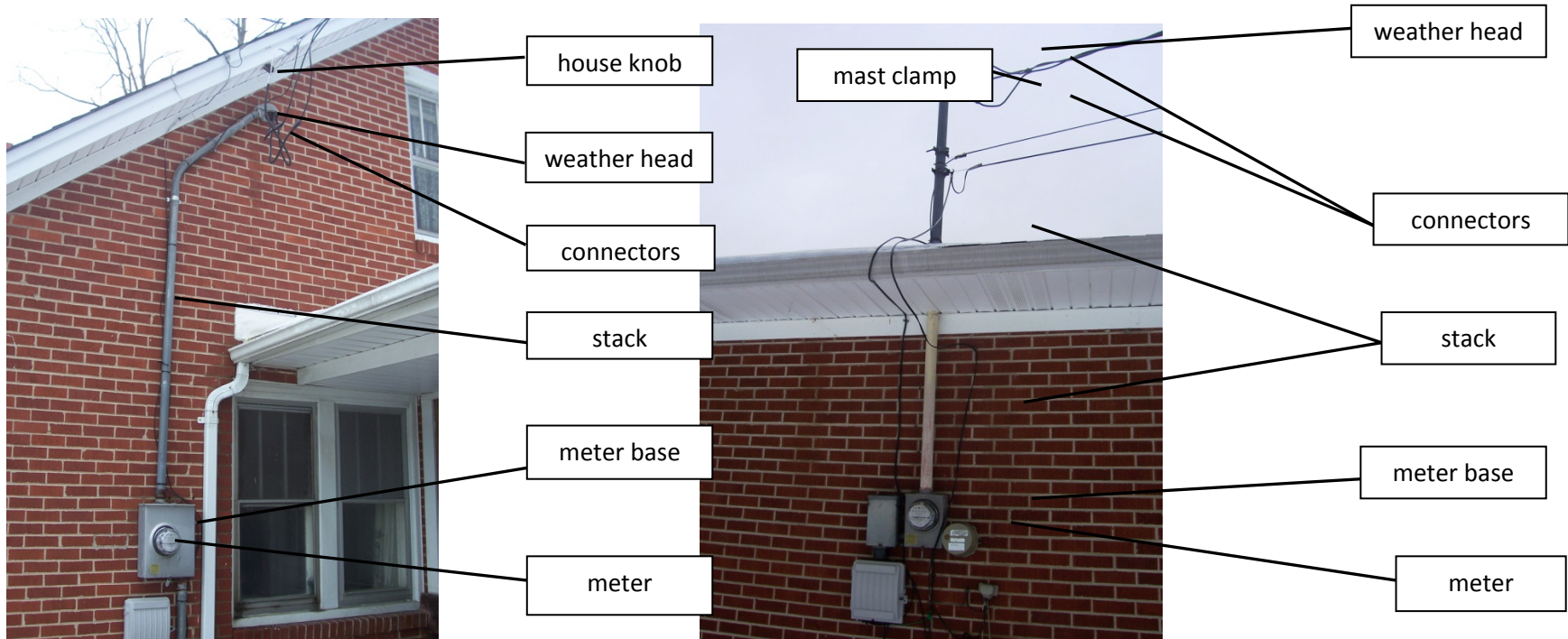


Meter Damage:

Many customers have questions about who is responsible for repair to the electrical service at their homes. These pages may help to answer some of those questions.



Let's start with definitions:

Meter base: This is the metal box mounted to the side of the house which holds the electric meter.

Stack/Mast: This is a conduit that protects the wiring going into the meter base.

Weather head: This is a cap at the top of the stack where the electrical connections are made.

Connectors: These are the actual electrical connections between your service and the lines coming in from the power pole.

House knob: These are connecting cables that secure the lines coming in to the house.

Mast clamp: This is a connecting cable that secures the lines coming in to the stack.

Meter: This is a device housed inside the meter base that measures the amount of electricity consumed.

New River Light and Power Company is responsible for the **meter**, the **house knob**, the **mast clamp**, and the **connectors** only. If there is a problem with other equipment at a residence, an electrician will have to come and repair that damage. New River Light and Power will not repair **meter bases**, **stacks**, or **weather heads** as those are customer owned items.

The following pictures show examples of damage, with brief explanations of the damage:



In this example, the meter base is pulled loose from the side of the house. This damage will require that you hire an electrician, who can reattach the meter base to the house and repair any other damage that may have resulted from this problem.



In this example, the house knob is pulled loose from the house. New River Light and Power will come and reattach the house knob to the house.