

Damage to Customer-Owned Electrical Facilities

High winds, ice, lightning and falling trees or limbs can damage the facilities bringing electricity to a customer's home or business. In any outage, SWEPCO works non-stop to restore power as soon as possible. However, **if facilities owned by the customer are damaged, it is the customer's responsibility to have them repaired before SWEPCO can safely restore power to the residence or business.** These guidelines should help you know when to call SWEPCO for repairs and when to call an electrician. If you have any questions, call us and we'll be glad to help:

1-888-216-3523 (East Texas, Louisiana, Arkansas)

1-800-723-7430 (North Texas Panhandle)

*See overview diagrams on Pages 2 and 3 (black & white and color)
and diagram with details on Page 4*

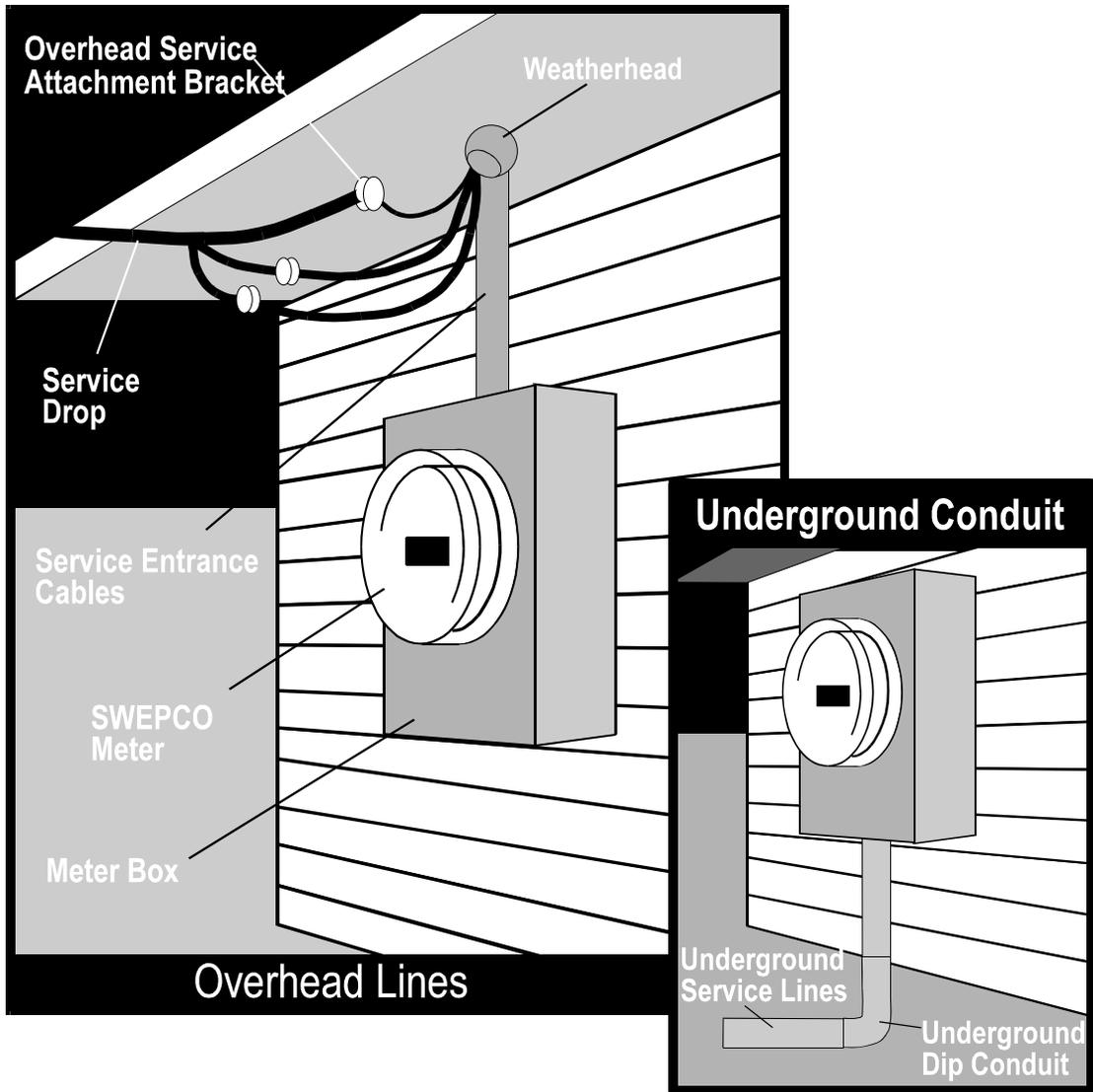
SWEPCO's Responsibility:

- ❑ The Service Drop running from pole to your house or business
- ❑ The Underground Lines running near your house or business (except the Underground Service Line)
- ❑ The SWEPCO Meter

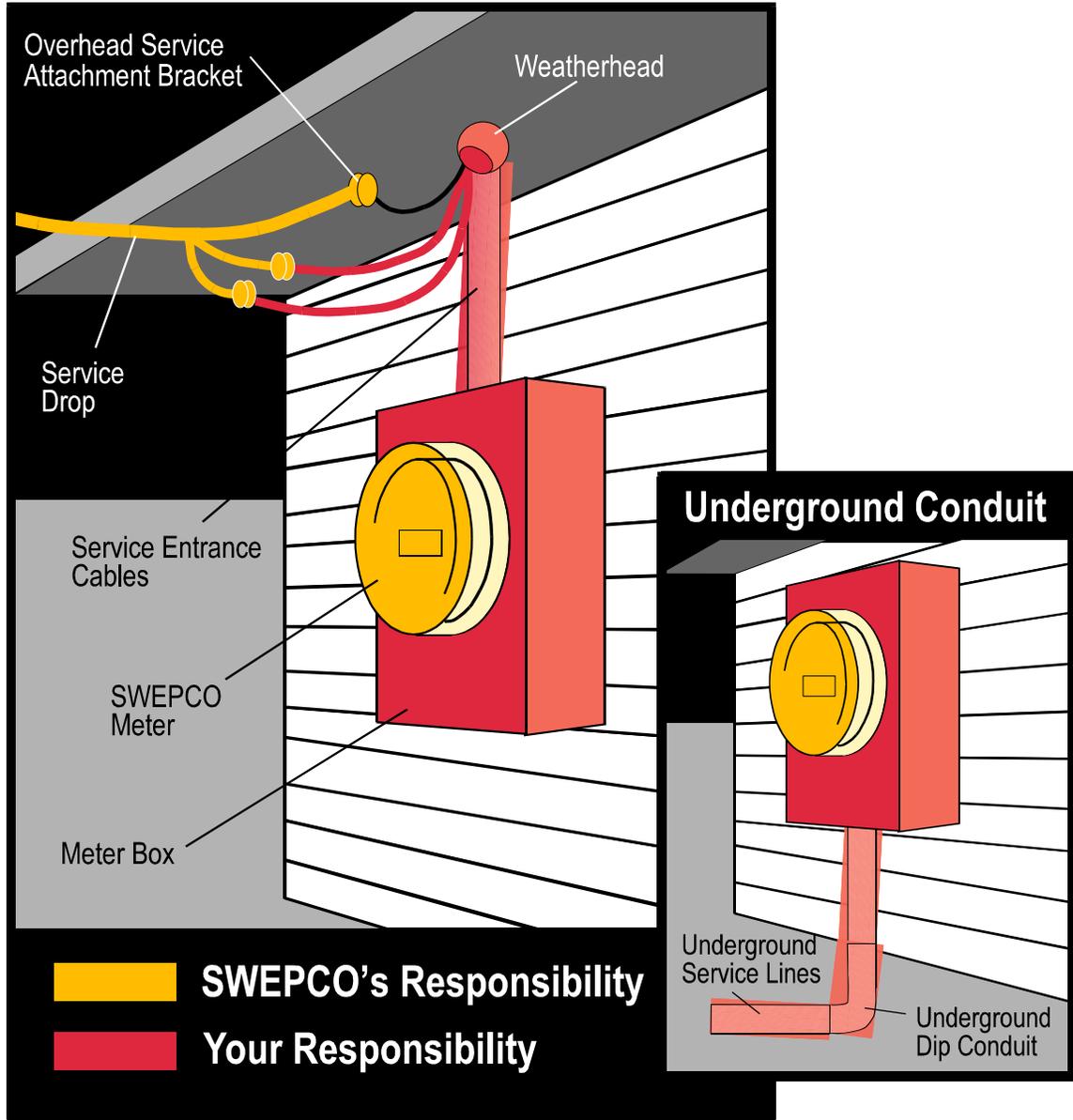
The Customer's Responsibility:

- ❑ The Overhead Service Attachment Bracket that attaches the Service Drop to the home or business
- ❑ The Weatherhead attaches to the cable to prevent weather damage – and the pipe running from the weatherhead to the meter box
- ❑ The Service Entrance Cables that run from the weatherhead, through the meter box and to the panel box inside your home or business
- ❑ The Underground Service Lines from the SWEPCO transformer or service pedestal to your home or business, through the meter box to the electric panel box inside your home or business
- ❑ The Underground Dip Conduit
- ❑ The Meter Box – the customer owns the meter box, but the meter itself belongs to SWEPCO, and only SWEPCO personnel or qualified electricians are authorized to handle the meter. If your meter box needs to be removed, repaired or replaced for any reason, notify SWEPCO before your electrician begins work on it.
- ❑ All Indoor Wiring

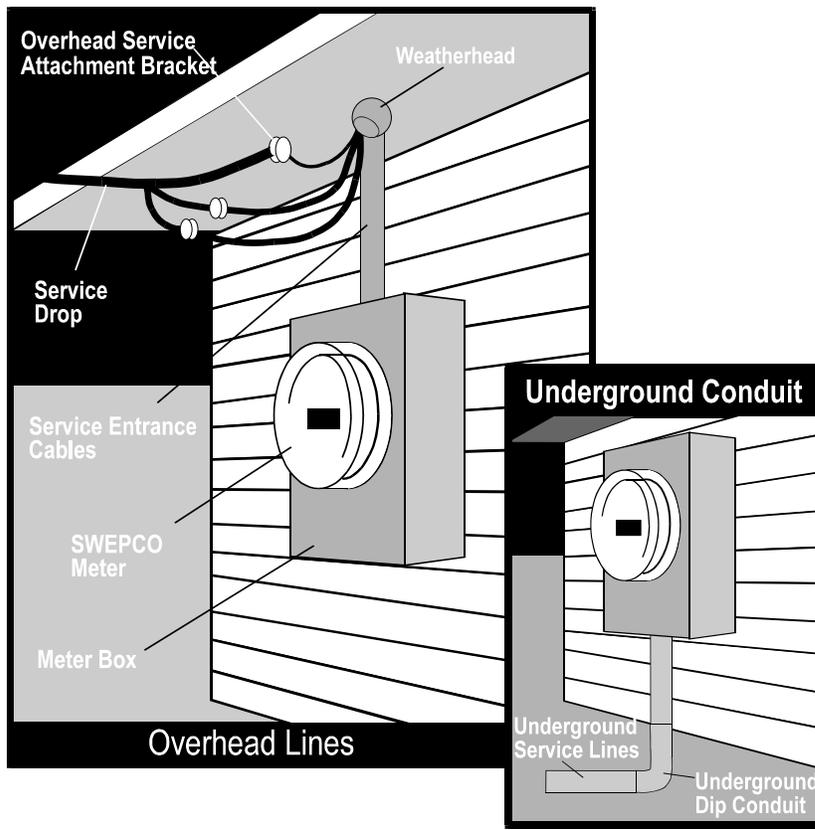
*Remember to always be safe around electricity!
When in doubt, call a professional electrician.*



See key to diagram on page 1 or 4



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