

# METER DAMAGE AND REPAIR



Who's responsible when the service connection to your home is damaged?  
*This information pertains to a standard residential customer in Virginia for services that are 400 amps or less.*

- There are three types of meter installations: **underground** and two variations of **overhead** (see illustration below).
- For underground installations, Dominion is normally responsible for the service lateral, the electric meter and the riser. The customer is responsible for the installation of the meter base. Dominion will supply the meter base.
- For overhead installations, Dominion is normally responsible for the service drop, weatherhead and electric meter. The customer is responsible for the installation of the service point or mast, conduit and meter base. Dominion will supply the meter base.
- If any customer components are damaged, the customer should call a licensed electrician for repairs and may need to arrange for an electrical inspection before Dominion can restore service. We want to restore your power quickly and safely. Repairing your components will help make that possible.

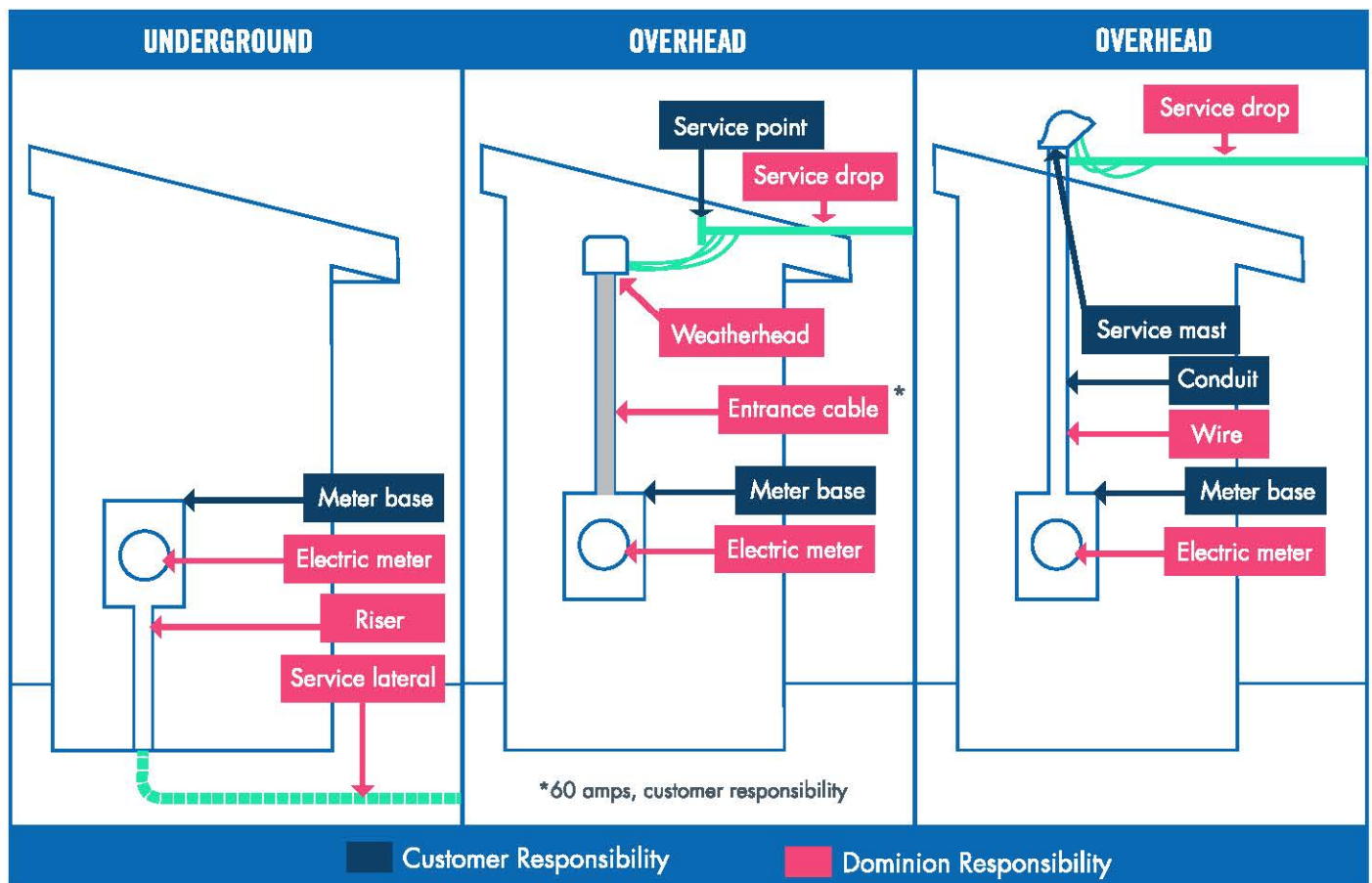
**Customers should avoid any contact with damaged weatherhead, lines and meter bases. You should assume that these items are energized.**

Additional information and requirements for service can be found in the Terms & Conditions of Electric Service and in the Blue Book located online at [www.dom.com](http://www.dom.com). Keyword: **Blue Book**.

To report an outage or damaged equipment, please call: **1-866-DOM-HELP (366-4357)**

When digging, please call **Miss Utility, 811**.

- Dominion has the right to access its equipment for maintenance and restoration repairs. Ensure clearance and access. The meter base should have a 6 inch clearance on sides and a 3 foot clearance in front of the equipment.



Sample illustrations, refer to Blue Book and Terms and Conditions of Electric Service for additional information.