

# YOUR HOME'S ELECTRICITY SERVICE

## THE SERVICE CONNECTION AND METER

WHENEVER. WHEREVER.  
We'll be there.



### WHO'S RESPONSIBLE?

Power enters your home through electrical equipment located on the outside of your house. Your electricity service and its components need to be maintained. It's important to know who is responsible for each part.

#### YOUR RESPONSIBILITY:

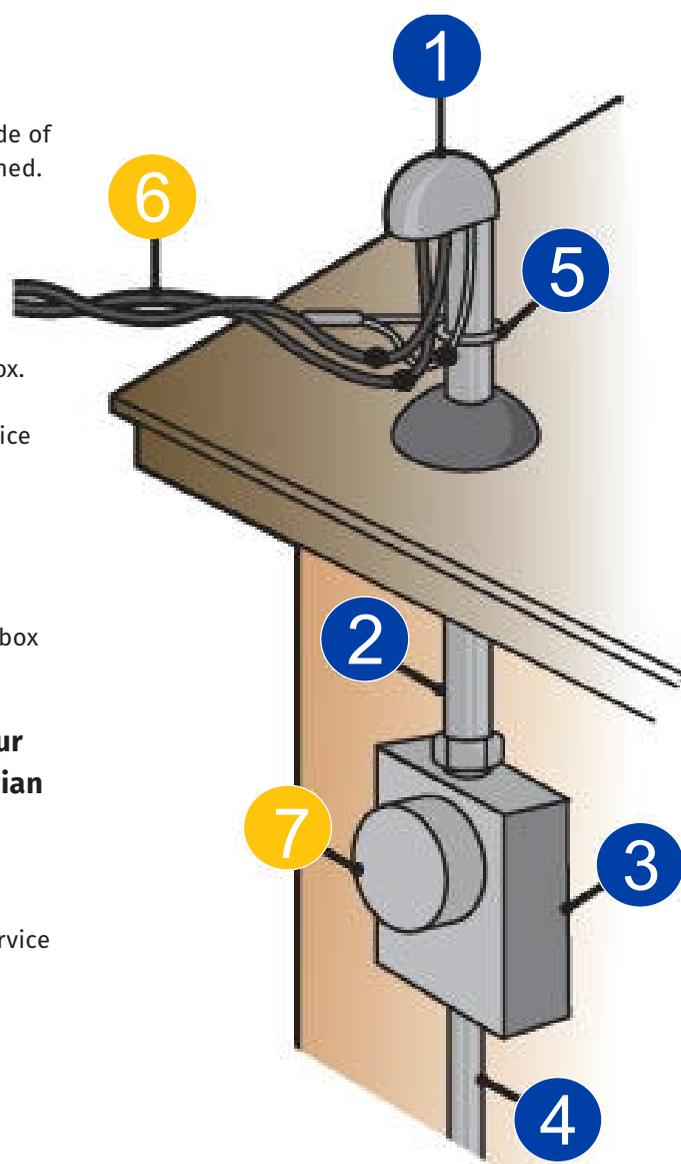
- 1 **Weatherhead** - keeps rain and debris out of the service mast and meter box.
- 2 **Service Mast** - houses and protects the wires entering the meter box.
- 3 **Meter Box/Socket** - protects the connections to your meter.
- 4 **Service Entrance** - protects the connections to your electricity service panel.
- 5 **Guy Wire, Clamp or Spool** - stabilizes the wires and protects from wind, etc.

You are also responsible for the electrical panel box that distributes the electricity to switches, outlets and appliances inside your home. The panel box is typically located in a basement, garage or utility area.

**When it comes to the electrical equipment that falls under your responsibility, ensure that you always hire a qualified electrician to complete the work.**

#### OUR RESPONSIBILITY:

- 6 **Service Drop** - connects the wires from the pole to a customer's service entrance wires at the service mast.
- 7 **Electricity Meter** - measures the amount of electricity used in the home.



## WHY CHANGE MY METER?

Under Measurement Canada regulations, electricity meters are subject to regular accuracy testing under the Electricity and Gas Inspections Act. We remove meters as necessary to ensure all meters meet this legislated requirement. We may also change meters to address safety concerns, accessibility issues, or for metering enhancements such as technology upgrades.



## MAINTAINING YOUR SERVICE CONNECTION

If electrical equipment is not properly maintained, problems may be discovered when an electrician or Newfoundland Power employee has to remove or replace your meter. To avoid problems, it's important to be proactive! We recommend visually inspecting your electricity service periodically.

Visually inspecting the weatherhead, service mast and meter box is often enough to determine if further investigation by a qualified electrician is needed. Look for signs of rust or corrosion, check wires for any change in colour, and ensure the service mast and meter box are properly secured to your home. Corrosion and discolourations are the most common signs of potential problems with the meter socket. If you see any of these conditions, contact a qualified electrician to inspect the connections inside the meter box.

**Under no circumstances should you attempt to remove a meter or make contact with energized wires. This must be done by a qualified professional.**

## WHAT IF THERE IS A SAFETY CONCERN?

Your safety and the safety of our employees is our top priority. While changing a meter, if the meter socket or service is found to be a safety hazard, it may be necessary to disconnect the electricity service. You will need to contact a qualified electrician to make the necessary repairs and an electrical inspection by the governing authority is required prior to reconnection. You are responsible for the costs associated with the repairs and inspections.

## WE CAN HELP

Financing for electricity service upgrades may be available to residential customers who have an active account and own the premise for which the financing is required. Customers who are renting or have a rental purchase agreement are not eligible. For more information or to determine your financing eligibility, please visit our website or contact one of our Customer Service Representatives.



**If you have questions or would like more information, please contact us at 1-800-663-2802 or email [customerservice@newfoundlandpower.com](mailto:customerservice@newfoundlandpower.com).**