

Who fixes the service connections to my house if they become damaged?

If a storm knocks down the service wire **1** that leads from your home to the pole, OG&E will re-attach the service wire. If the cable **4** that runs down the side of your house to the meter has been pulled away from the house, OG&E cannot reconnect your service until a qualified electrician makes the necessary repairs to your home.

The wire that runs from the utility pole to your house and the meter itself are the responsibility of OG&E. The cable that runs from the side of your house as well as the box that holds the meter are owned by, and are the responsibility of, the homeowner.

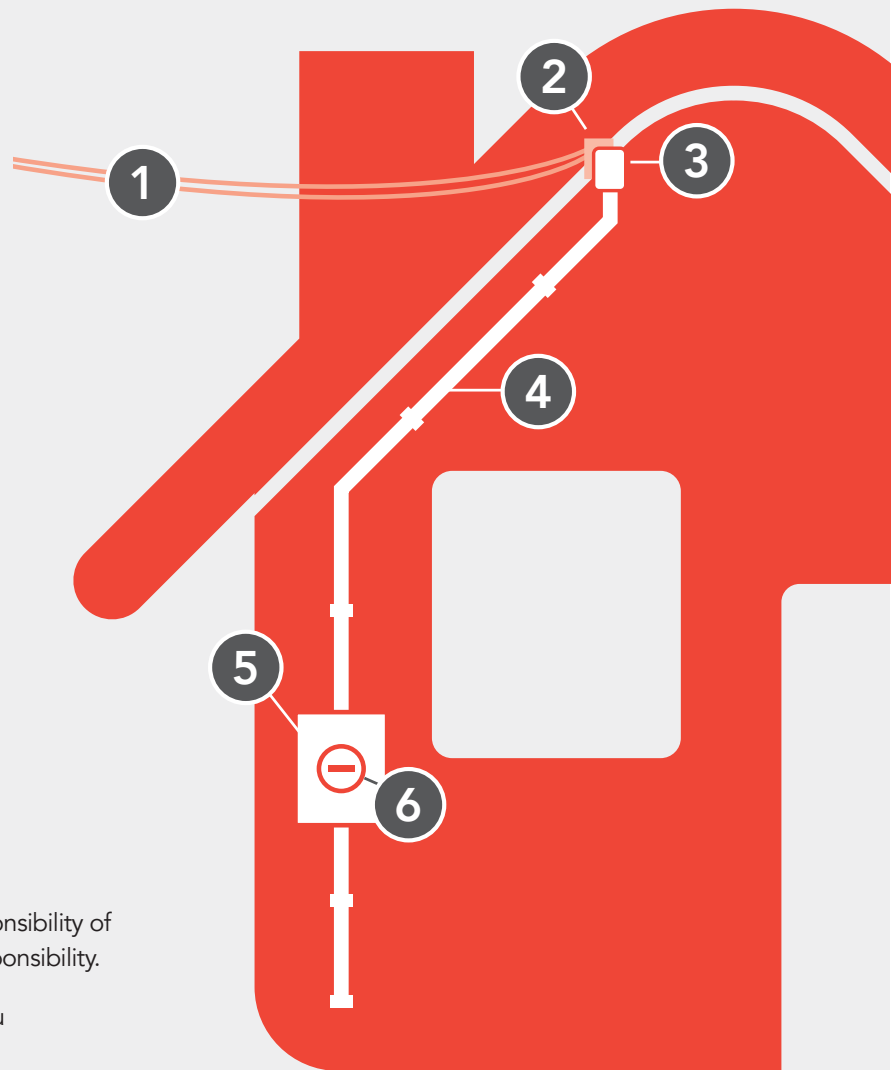
During storm recovery, reattaching individual service wires to the houses is generally the final phase. To ensure that your power can be restored quickly, have an electrician repair any damage to the service cable running down the side of your house and the meter socket - the box in which OG&E's meter is placed, as soon as possible.

Who Takes Care of What?

- 1** Service lines are the over head wires that run from a pole to your house. They are usually OG&E's responsibility.
- 2** Service bracket attaches the service line to the house. It is generally supplied and maintained by OG&E.
- 3** Weather head attaches to the service cable and prevents water damage to the wiring. This is installed and maintained by the customer's electrician.
- 4** Service cable runs from the weather head to the meter box and from there to the panel box inside the customer's house. The service cable is installed and maintained by the customer's electrician.
- 5** Meter Socket is installed and maintained by the customer's electrician.
- 6** Meter is installed and maintained by OG&E.

Underground service to the house is almost always the responsibility of OG&E. Wiring inside the house is always the customer's responsibility.

Making the necessary repairs can help minimize the time you are without electric service.



Emergency/Outage Line

800-522-6870 (areas outside OKC metro)

405-272-9595 (OKC metro)

Who fixes the service connections to my house if they become damaged?

If a storm knocks down the service wire ① that leads from your home to the pole, OG&E will re-attach the service wire. If the cable ④ that runs down the side of your house to the meter has been pulled away from the house, OG&E cannot reconnect your service until a qualified electrician makes the necessary repairs to your home.

The wire that runs from the utility pole to your house and the meter itself are the responsibility of OG&E. The cable that runs from the side of your house as well as the box that holds the meter are owned by, and are the responsibility of, the homeowner.

During storm recovery, reattaching individual service wires to the houses is generally the final phase. To ensure that your power can be restored quickly, have an electrician repair any damage to the service cable running down the side of your house and the meter socket - the box in which OG&E's meter is placed, as soon as possible.

Who Takes Care of What?

① Service lines are the over head wires that run from a pole to your house. They are usually OG&E's responsibility.

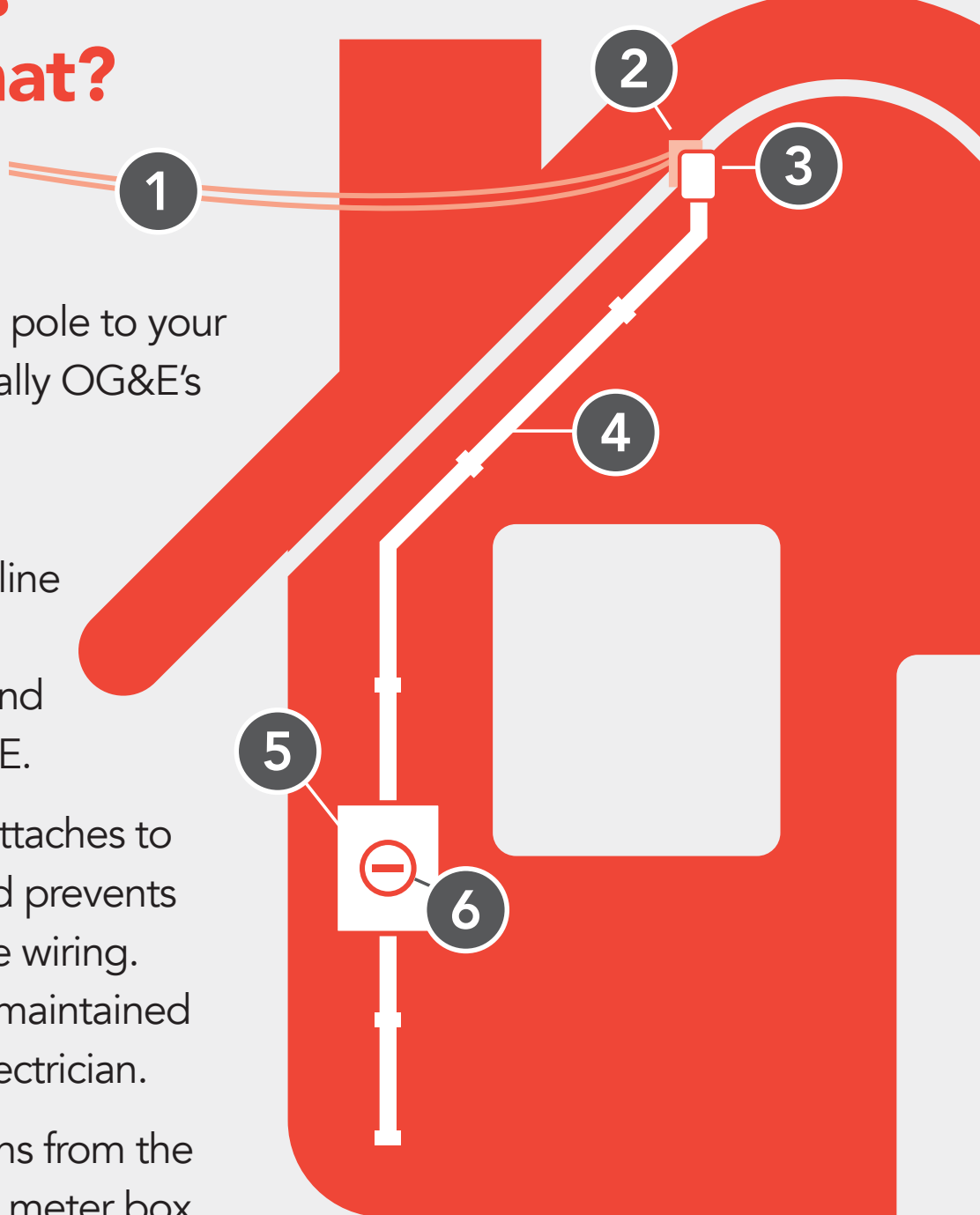
② Service bracket attaches the service line to the house. It is generally supplied and maintained by OG&E.

③ Weather head attaches to the service cable and prevents water damage to the wiring. This is installed and maintained by the customer's electrician.

④ Service cable runs from the weather head to the meter box and from there to the panel box inside the customer's house. The service cable is installed and maintained by the customer's electrician.

⑤ Meter Socket is installed and maintained by the customer's electrician.

⑥ Meter is installed and maintained by OG&E.



Underground service to the house is almost always the responsibility of OG&E. Wiring inside the house is always the customer's responsibility.

Making the necessary repairs can help minimize the time you are without electric service.

Emergency/Outage Line

800-522-6870 (areas outside OKC metro)

405-272-9595 (OKC metro)

OG&E[®]

OG&E.COM