



Electrical Service Repair Responsibilities of KUB and Customers

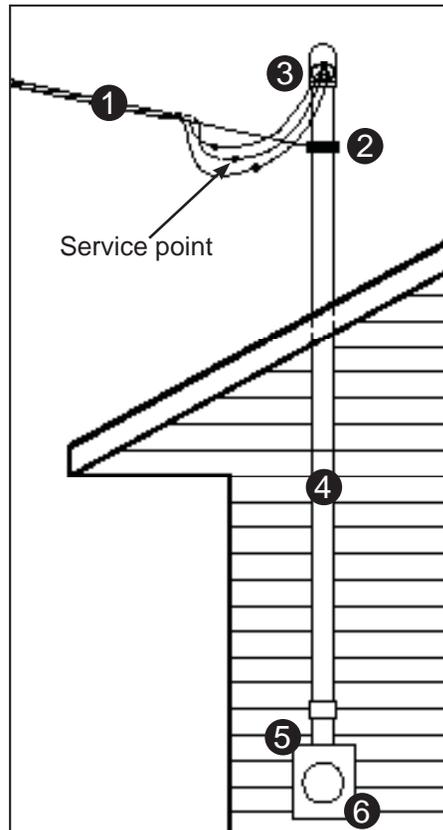
Restoring Service:

Please contact KUB after you have corrected the service equipment or vegetation issues that are the customer's responsibility. (Reminder: Contact a qualified electrician for assistance. KUB will lower the service line at no cost so you or your contractor can safely perform maintenance work.) Afterwards, call KUB at 865-524-2911 or 1-800-250-8068 to report your outage.

If the service bracket attaches to the house in this manner (see ② in the diagram below), KUB supplies and maintains it.

KUB installs the customer's service line ① and installs and maintains the service bracket ② and electric meter ⑥. The customer is responsible for keeping vegetation away from the service line.

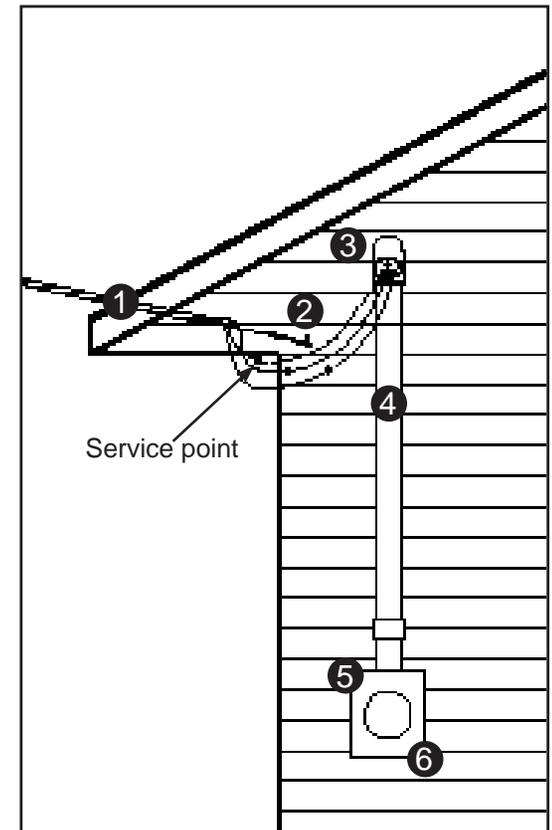
The customer is also responsible for maintaining the weatherhead ③, service cables ④, and meter socket ⑤, collectively the service equipment.



If the service bracket attaches to the house in this manner (see ② in the diagram below), it is the customer's responsibility.

KUB installs the customer's service line ① and electric meter ⑥. The customer is responsible for keeping vegetation away from the service line.

The customer is also responsible for maintaining the service bracket/eyebolt ②, weatherhead ③, service cables ④, and meter socket ⑤, collectively the service equipment.



- ① **Service line:** The overhead wire from the pole to your house.
- ② **Service bracket/eyebolt:** Attaches the service line to the house
- ③ **Weatherhead:** Attaches to the service line and prevents water damage to the wiring

- ④ **Service cables:** Connected from the weatherhead to the meter box and from the meter box to the panel inside the house
- ⑤ **Meter socket** is installed by and is the responsibility of the customer.
- ⑥ **Meter** is installed by and maintained by KUB.