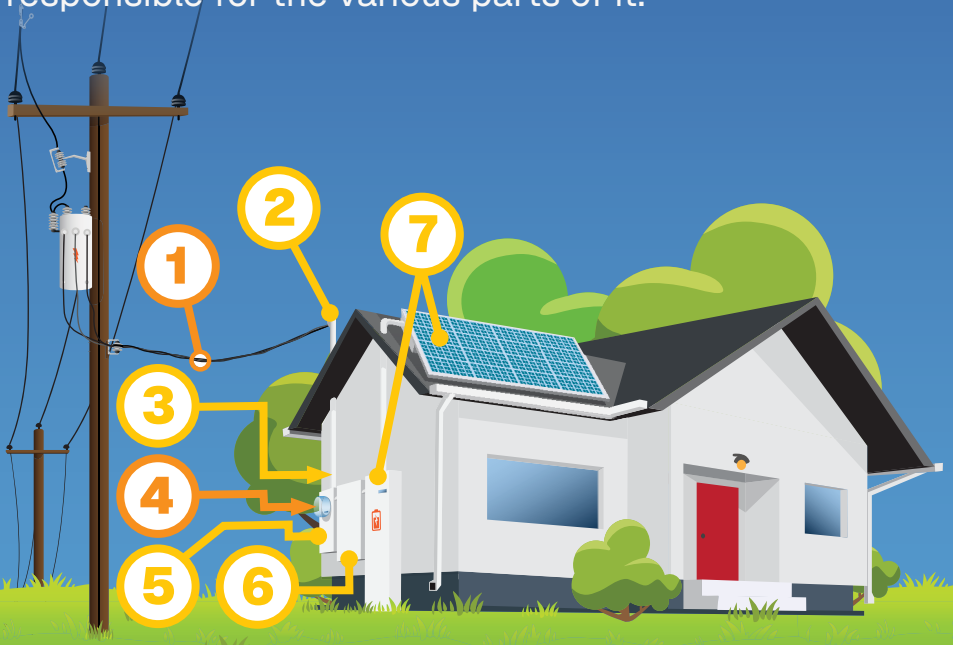
Austin Energy

ABOVE-GROUND ELECTRIC SERVICE

What's yours? What's ours?

Austin Energy maintains the wires and facilities that deliver electricity and the meters that measure electricity use. The graphic shows an above-ground residential electrical system and who is responsible for the various parts of it.



ORANGE — managed and maintained by Austin Energy.

YELLOW — managed and maintained by the customer.

1. **SERVICE DROP:** Austin Energy owns/maintains the wire that runs to and powers your home.
2. **POINT OF ATTACHMENT:** You are responsible for the anchor that attaches the service drop to your home.
3. **SERVICE ENTRANCE CABLE:** You are responsible for the wire that runs along the outside of your home into the meter and from the meter to your service panel or fuse box.
4. **METER:** Austin Energy owns/maintains the meter(s) that measures electricity use or solar production.
5. **METER BASE:** You are responsible for the metal box that houses the meter (meter base).
6. **SERVICE PANEL OR FUSE BOX:** You are responsible for the box(es), the circuit breakers or fuses, and all of the wiring in your home.
7. **SOLAR / BATTERY:** You are responsible for any solar equipment or home battery storage system.

The drawing above shows a standard residential electrical system and is provided for illustrative purposes only. For detailed information on this and other electrical system design types, please refer to the Austin Energy's Design Criteria Manual and Distribution Interconnection Guide, both accessible at **austinenergy.com/design**.

If you plan to repair, replace or upgrade electrical equipment, please contact a licensed electrician.

City of Austin Utilities Customer Service:
512-494-9400
Email **customercare@austinenergy.com**

To report power outages, text **OUT** to **287846**
or visit **outagemap.austinenergy.com**.
Call **3-1-1** to get information and report problems.

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