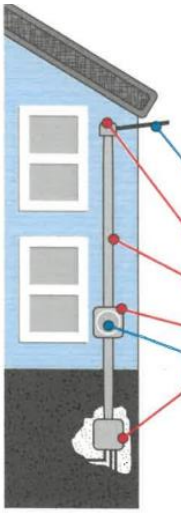

What's yours? What's ours?

Delivering safe, reliable electric service to you is our priority. Kentucky Utilities Company maintains the wires and equipment that deliver electricity to your home and the meters that measure how much energy you use. This diagram shows a home electrical system. It's important for you to know the portions in red that you're responsible for maintaining and those sections in blue that are KU's responsibility. The main parts are:

1. **SERVICE LINE:** We maintain the wire that runs to your home, but we do not trim trees along the service line. To trim trees or perform other maintenance near your service line, please contact us to have the line "covered" or "dropped" before you or your service provider do any work.
2. **WEATHERHEAD:** You are responsible for the anchor, called the weatherhead, that attaches the service line 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 BASE:** You are responsible for the metal box that houses the meter.
5. **METER:** We own and maintain the meter that measures electricity use.
6. **SERVICE PANEL OR FUSE BOX:** You are responsible for the box, the circuit breakers or fuses, and all of the wiring in your home.

If you plan to repair, replace or upgrade electrical equipment, please contact a licensed electrician. If your service is interrupted during a storm or power outage, you may need to have a licensed electrician make repairs to areas that fall under your responsibility. Repairs may require an inspection before we can safely restore your service.

Additional Resources

Request to cover or drop overhead lines

- Log in to My Account and select "service orders."
- Visit **lge-ku.com/safety/lines** to learn more.

Report or track a power outage

Use any one of our 24/7 contact channels.

- Use our mobile app.
- Text OUTAGE to 4LGEKU (454358).
- Log in to My Account.
- Call using our automated phone system.

Have underground utility lines marked for safe digging

- Visit **kentucky811.org** or dial 8-1-1.
- Submit your locate request at least two business days before your project begins.
- *KU is a member utility in certain parts of our service territory. In areas where we are not a member utility of the 811 service, customers need to contact KU directly to request an underground electric line locate service. We'll perform this service at no additional charge. Visit **lge-ku.com/811** to select your county from the drop-down list.*

CONTACT US
Lge-ku.com / Mobile app / My Account
800-981-0600

KU
a PPL company