

WHAT TO DO WEATHERHEAD DAMAGE



The weatherhead is the metal cap and service entrance equipment located where NIPSCO electric service wires connect to your home.

If the weatherhead is damaged during a storm, it is the customer's responsibility to have it repaired by a licensed electrician before NIPSCO can safely reconnect electric service. **Customers should never attempt to repair a damaged weatherhead themselves.**

The weatherhead is considered customer-owned equipment because it is attached directly to the home or business and marks the point where utility responsibility ends and private property responsibility begins. Utility crews are authorized to work only on company-owned electric infrastructure and cannot perform repairs to customer-owned equipment.

Additionally, state and local electrical codes require a licensed electrician to certify that the repair is safe before service can be restored.

After repairs are made, an electrical inspection is required. Reach out to your local municipality for information on their process.

Once the inspection is complete, customers should contact NIPSCO at 1-800-464-7726, and we will make every effort to restore power as quickly as possible. **Please do not contact NIPSCO until repairs are completed.**

We understand there may be questions about weatherhead responsibility following severe storms. However, under Indiana utility regulations and IURC-approved tariffs, repairs to service entrance equipment, including weatherheads, remain the property owner's responsibility.

For more information, visit
[NIPSCO.com/Out](https://www.nipSCO.com/Out).

