

SurgeShield® Program Device Guide

Welcome to the SurgeShield® program.

A surge protection device has been installed on your home or business from power surges that enter directly from your electric meter, which can damage or destroy your appliances and/or business equipment.

The type of surge protection device installed depends on the type of meter that you have. Although the devices may appear different, they all provide the same level of protection.

Each surge protection device has one or two illuminated red light(s) indicating the device is working properly. We recommend that you periodically check that the red light(s) is illuminated to ensure your device is working properly. If the red light(s) is not lit, please contact Customer Service to have your device serviced at no cost to you.


DEVICE 1



Two Red Indicator Lights

TWO LIGHTS ARE LOCATED AT THE 3 O'CLOCK POSITION.

DEVICE 5



Two Red Indicator Lights

TWO LIGHTS ARE LOCATED ON THE TOP OF THE DEVICE.

DEVICE 2



One Red Indicator Light

ONE LIGHT IS LOCATED AT THE 3 O'CLOCK POSITION.

DEVICE 6



One Red Indicator Light

ONE LIGHT ON FRONT OF THE DEVICE.


DEVICE 3



One Red Indicator Light

ONE LIGHT IS LOCATED AT THE 3 O'CLOCK POSITION.

DEVICE 7



Two Red Indicator Lights

TWO LIGHTS ARE LOCATED AT THE 6 O'CLOCK POSITION.


DEVICE 4

One Red Indicator Light



THIS DEVICE SITS INSIDE THE METER CAN. THE INDICATOR LIGHT IS BOLTED TO THE SIDE OR FRONT OF THE METER CAN.

DEVICE i1



One Red Indicator Light

ONE LIGHT ON THE SIDE OR ON THE FRONT OF THE DEVICE.

Please call if you have questions or see issues with your device.
Monday through Friday: 8 a.m. – 5 p.m. (EST)

Residential: 1-833-437-5466 | Commercial: 1-800-590-1235
Northwest Florida Region (Residential & Commercial): 1-833-919-0945