

Having Power Quality Problems at Your Home?

Email Template for Contacting your Electric Utility Provider

What You'll Need:

1. Your address and your electric utility provider account number (account number is not required but recommended)
2. Your latest Ting power quality report email (you will be forwarding this email to your electric utility provider)
3. A help or support contact email address – you can find this on your electric utility bill or online on your electric utility provider's website

Steps:

- Open your Ting power quality report email and click 'Forward'.
- Enter your electric utility company's support/service email address in the "To" line (from #3 above), and add the subject line as indicated below:

=====

To: <Your ELECTRIC UTILITY COMPANY help/support/service email address>

Subject: Power Quality Problems at My Home

=====

- Select and copy the text below into the body of your email.

<Your Account Number>:

To whom it may concern:

I have installed a highly accurate, high resolution power quality monitor in my home (by Whisker Labs). Ting has been detecting and reporting numerous power quality problems. Please see the details in my Ting Monitoring Report included below. I am concerned that these power quality problems could be damaging electronic devices and appliances in my home. I would greatly if you could check on this situation and report your findings back to me.

Thank you,

<YOUR NAME>

<YOUR ADDRESS>

- Send!