

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:**

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

Subject: Power Quality Problems at My Home

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

<Your Utility Account Number>:

To whom it may concern:

I have installed a highly accurate, high resolution power quality monitor in my home (**Ting, 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 appreciate your looking into this situation and report your findings back to me.

Thank you,

<YOUR NAME>

<YOUR ADDRESS>

- **Send!**