

10 Rules to Successful Power Line Interference Resolution

by Frank N. Haas KB4T

1. **Call the electric utility promptly. Investigations are free.**

Reaching the utility is easy via a local phone call, 800 number or you can use their web site.

2. **Keep a log of interference episodes,** even after the investigation begins.

Share your log with the investigator. (Day(s), Time(s), Frequencies, Duration).

3. **Keep a log of all contacts with the utility.** Get names and phone numbers.

4. **Be Polite.** Just as with all things in life, you get what you give.

5. **Be Patient...very...very...very...very patient.** The utility's definition of reasonable time is not the same as yours. Your interference problem is not an emergency to the utility. Investigation and resolution is sandwiched in with other work. Federal Law obligates the utility to do its job in **reasonable** amount of time.

6. **You are entitled to be informed** about the progress of the investigation and resolution efforts. Make sure you stay informed by staying in touch with the Investigator. The job's not done until the interference is gone.

7. **The FCC is not your friend.** The Feds will do nothing to help resolve your interference problem (unless the problem has not been resolved after 10 years.)

8. **The State Public Service Commission has more influence than the FCC.** PSC is a four letter word to the utility. Don't go to the PSC first. Always give the utility a chance to do its job first.

9. **Take the time to learn and understand the investigative and resolution process.** Always ask, "What is the next step? When can I expect it to be completed?" (see notes below for more detail.)

10. **Be Polite.** It's important enough to say again.