

Electrical Fire Prevention Pilot (Ting) - Frequently Asked Questions

What is the Ting service offered by Nationwide?

Nationwide wants to keep families and homes safe. As part of that mission, Nationwide has partnered with Whisker Labs, the makers of Ting, to provide access to a simple, secure, smart electrical fire monitoring device and three-year monitoring service to policyholders at no additional charge. Ting is proven to help prevent electrical fires, which are the most devastating type of house fires.

Will customers have to pay for Ting?

Nationwide is offering a Ting device and three-year monitoring service to policyholders at no additional charge. After the initial three-year service period Nationwide will communicate any potential updates to the program and the policyholder can choose to pay for additional monitoring.

Does Nationwide offer a discount on my policy premium?

Nationwide offers Ting to policyholders at no additional charge. A policy premium discount is not currently available.

Does using Ting affect insurance coverage or premium?

No. Using Ting will not affect insurance coverage or premium.

How easy is it to install Ting?

It is very easy! It typically takes, 2-5 minutes to complete the Ting installation. Ting is designed to be entirely do-it-yourself (DIY,) no matter your comfort or skill level with technology. Simply download the Ting Sensor app from the Google Play Store or App Store and the Ting Sensor app will guide you through the setup process.

What are the requirements to install Ting in my home?

A smartphone and a 24/7 Wi-Fi connection with internet access are required to install Ting. Note: The Ting Sensor app is not compatible with desktops or laptop computers.

When should Ting be installed?

We recommend the Ting sensor is installed within 10 days of receipt to start protecting your home.

Is Ting just a stand-alone piece of hardware?

No. Ting is a smart home service with an intelligent plug-in sensor at its core. The Ting Sensor app facilitates the installation of the Ting sensor and keeps you in the know. Most importantly, the service includes 24x7 monitoring and full engagement with you in the event of a detected fire hazard.

What does the Ting Sensor measure?

Ting monitors a home's electrical network for the main precursors to electrical fires, micro-arcs, and sparks that develop in faulty wires, loose connections, and faulty appliances or devices. These signals usually develop over weeks and months, so Ting is designed to provide advanced warnings to address these hazards before they might develop into an electrical fire.

Ting does not contain any other technology such as microphones, cameras, or motion detectors.

What happens if Ting identifies a hazard in my home?

If Ting detects a potential fire hazard in your home, based on your preferences, you may receive: (1) an App Notification, (2) a personal text from a Ting Fire Safety Engineer, (3) a personal phone call from a Ting Fire Safety Engineer, and/or (4) a personal email. A Ting Fire Safety Engineer will walk you through details on the hazard that Ting has discovered and a plan to resolve/mitigate the hazard. If needed, a Ting-authorized contractor will be dispatched (in full coordination with you) to perform remediation services to identify and/or repair the problem. Ting will cover up to \$1,000 of the service, which usually will cover all costs.

What Ting data is shared with Nationwide?

Following Ting Activation, *signal data from the Ting sensor is not shared with Nationwide*. Nationwide receives summary counts of power quality events and any identified fire hazards from Ting. If a fire hazard is identified, a summary of the hazard is shared with Nationwide following remediation.

Who do I contact for help?

Questions regarding program, data, costs, homeowners' coverage – impact to policy, billing, eligibility requirements, premium discounts – contact nwsmarthome@nationwide.com

Questions regarding delivery/shipment, installation challenges, Wi-Fi connectivity, app connectivity, wiring questions, responses to notifications, user data privacy – contact help@whiskerlabs.com

Agent questions – contact Sales Manager, Field Product, or email nwsmarthome@nationwide.com

Customer lost email or wants a device – contact nwsmarthome@nationwide.com