From: [support@newa.zendesk.com](mailto:support@newa.zendesk.com)

To: primary email contact

Cc: [support@newa.zendesk.com](mailto:support@newa.zendesk.com), backup email contact

Subject: Hector, NY (hec) NEWA outage

24-hour outage notification.

Your Hector, NY weather station has not communicated with NEWA in 24 hours and a work ticket is now open to resolve this issue. Please reply to confirm receipt of this outage report. Additional notifications will be sent at 7 and 21 days if we are unable to reach you.

Check your internet connection, power supply, weather station battery voltage ([click here for directions](http://newa.cornell.edu/index.php?page=battery-installation)), and radio signal ([click here for directions](http://newa.cornell.edu/index.php?page=receiving-base-is-not-uploading)). These common problems account for most data outages.

Respond to this message directly with additional information and questions, or to provide notification that the issue has been resolved.

All the best.

Dan Olmstead

NEWA Coordinator

support@newa.zendesk.com