

Houston-Stafford Electric, Inc.

Houston-Stafford Electric, Inc.
2885 N Berkeley Lake Rd
Duluth, GA 30096

Dear Homeowner:

We are happy to be of service to you and will gladly and promptly correct any electrical problems that occur in your home.

Our work is guaranteed, that is, material and labor for two years after the closing on your home, under normal conditions and reasonable wear and tear.

In an effort to avoid any “emergency scares” to you and unnecessary service calls to us, we have compiled the following check list to be followed in determining the nature of electrical problems and whether or not they are of an emergency nature. This will help us to serve you more promptly and more efficiently.

Our office hours are from 7:00 am to 4:30 pm, Monday through Friday. Our telephone number is 770-945-4244 and is answered twenty four hours a day. After office hours and on weekends and holidays, we have an answering machine on which you may leave any emergency calls or page one of our supervisors. We have a service person on call at all times to handle any emergency.

EMERGENCIES ARE ELECTRICAL PROBLEMS THAT MAY BE HAZARDOUS TO LIFE OR PROPERTY. ANY EMERGENCY CALL WILL BE ANSWERED IMMEDIATELY; however, it is the responsibility of the homeowner to advise our office or answering service that a call is of an emergency nature.

During office hours, service calls that are received prior to 4:30 pm will be corrected the following day. Emergency calls are handled the same day.

The following list reviews our most common “false emergency” calls representing approximately 90% of all service calls received and items to check before telephoning our office.

LIGHTS NOT WORKING:

1. Circuit breaker off
2. A bad bulb or loose bulb
3. A second switch attached to fixture is not on

RECEPTACLE (OUTLETS) NOT WORKING:

1. Circuit breaker off
2. A wall switch operates same outlet and is turned off

APPLIANCE NOT WORKING:

1. Appliance is unplugged
 2. A reset button has tripped (such as on a disposal)
-