

# United Electric Supply

*Service • Support • Solutions*



United Electric Supply offers unparalleled support for the many needs of your business. Rely on us to quickly answer all your product questions, troubleshoot problems and develop creative solutions. To ensure your total satisfaction, we offer the flexibility to tailor our services to meet the specific requirements of your company. Only United offers this broad range of technical support and profit improvement services that can improve your bottom line.

# United Electric Supply . . .

*We Stand for Service, Support, & Solutions*

## Documented Quality Assurance Process

As an employee-owned company, we know the future of United Electric depends on every employee's participation and dedication to serving your needs.

- Four-time recipient of the State of Delaware Quality Award in honor of W.L. (Bill) Gore
- Recipient of the Delaware State Chamber "Superstars in Business Award". We regularly meet the Baldrige National Quality Criteria for Performance Excellence as our benchmark for quality standards
- Real Performance Measures to show our progress towards error-free customer service. We provide this information quarterly to you in a "report card" format. RPM's are critical indicators of the effectiveness of our quality efforts. The Real Performance Measures are:
  - On-Time Delivery
  - Invoice Accuracy
  - Fill Rates
  - Credit Memo Cycle Time
  - Shipping Accuracy
  - Customer Satisfaction

## Jobsite Supplier Inventory Management System

The total acquisition cost of the material needed to complete a project can be anywhere from 20% to 50% of the purchase price. At United Electric, our jobsite inventory management system can improve productivity by:

- Increasing Product Availability
- Lowering Labor Cost
- Reducing Surplus Inventory
- Lowering Holding and Acquisition Costs

## Storeroom Supplier Inventory Management System

In addition to the purchase price, the total acquisition and possession costs include several other costs directly related to purchasing and storing material. Our program is designed to work with your purchasing and accounting teams to achieve total cost reduction.

- Lowering Total Cost of Ownership
- Reduce the Number of SKU's
- Product Identification Labeling
- Conducting an Inventory Item Analysis
- Automated Replenishment.

## Lighting Design

The United Electric staff includes I.E.S.N.A., "LC" Lighting Certified Professionals who have achieved this designation from the National Council on Qualifications for the lighting industry. This distinction is reserved only for those who have acquired the experience, knowledge and ability to apply lighting principles and techniques to:

- Developing Cost Effective Solutions that are Practical, Attractive and Energy Efficient.
- CAD Based Point by Point Layouts

## Energy Audits and Power Consumption monitoring

Supported by an EPA Green Lights Survey certified manager, our staff possesses a thorough understanding of the latest technology and regulations affecting energy consumption to assist you with:

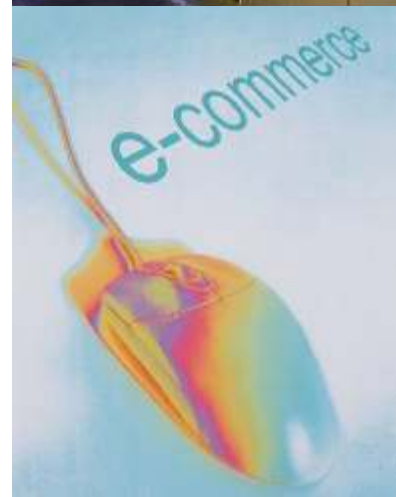
- Enhancing Lighting Levels while Reducing Consumption
- Utilizing the Most Sophisticated Technology to Monitor Energy Usage.
- Conducting Payback Analysis to Help Make Informed Decisions
- Providing the Latest Information and Assistance with Government Programs.

## Electronic Commerce

At United Electric, our web portal and service center offers you a distinct productivity advantage. You can access [www.unitedelectric.com](http://www.unitedelectric.com) 24 hours a day 7 days a week to:

- Obtain Quotes
- Order On-Line
- Check on Product Availability
- Check the Status of Open Orders
- Obtain Proof of Deliveries
- Customize Product Groups into Most Frequently Ordered or Like Items
- Review Account History

United Electric Supply • 800.322.3374 • [www.unitedelectric.com](http://www.unitedelectric.com)



## EDI capabilities, Electronic Invoicing and Electronic Funds Transfer

"Save A Tree" and improve productivity while reducing key stroke errors.

## Alternative and Solar Energy Solutions

Whether you are considering a Solar Photovoltaic System or Standby Back-Up Power for a residential or a commercial project, we can assist you with the layout and design. We can also provide the information you need to take advantage of local, state or federal government assistance. Our Solar Solutions include:

- Design & Build PV Systems
- Project Quotations
- Solar Generation Calculations
- ROI Calculations

## Automation and Control Solutions

Today's competitive environment requires automation to better control production processes, as well as track and report manufacturing information. Specializing in the latest automation techniques and products for improving reliability and streamlining production systems, our factory trained engineers provide assistance in:

- Design
- Start-Up
- Training
- Consultation
- Product Modifications
- Trouble Shooting

## Value Engineering

The combination of our extensive experience and specialized product knowledge provide cost-effective solutions that will improve your bottom line.

## Project Management Services

Our Gear, Lighting and Wire & Cable teams are designed to provide you the most competitive pricing and comprehensive "after order" tracking services available in the industry including:

- Order Confirmation
- Status Reports, including Advanced Shipping Notice
- Project Close Out Services
- Notification of Manufacturing Delays
- Advanced Electronic Communications including Searchable E-Operations and Maintenance Manuals

## Training

Individual or group training is available on all products. For your convenience, training is provided at your location, or at one of United Electric's training facilities. Our extensive selection of courses and programs offer unparalleled support for the implementation and proper usage of your electrical equipment.

## Order Staging

At United Electric orders can be staged and then shipped when you need them. This service eliminates the need to purchase and/or handle products before they are used.

## Kitting

We provide complete assembly, packaging and labeling of all related parts of an order per your specifications.

## 24-Hour Emergency Service

Expertly trained on all products, and with around-the-clock access to inventory, our staff can immediately answer all of your questions, as well assist you during critical time sensitive product installations.

## Paralleling Services

Reducing your product costs, wire is cut to specific lengths for your convenience and profitability.

## Flexible Delivery Options

Whether you need your shipment delivered today, tomorrow, or in the future you can rely on our professional, knowledgeable, and courteous drivers to deliver your products when and where you need them.



United Electric also offers you a wide variety of services provide by our manufacturer partners, including:

**Breaker Retrofits**

- Including major manufacturers and obsolete equipment such as Allis-Chalmers, Federal Pacific, GE, ITE / ABB and Westinghouse

**Power System Studies**

- Arc Flash NFPA 70E compliance and training
- Power System documentation
- Harmonic Analysis IEEE 519
- Power Factor problems
- Coordination Studies

**Maintenance Support**

- Annual Maintenance Agreements
- Flex-Time Service Agreements

**Start-up Services**

- Pre-installation
- System validation
- Reporting

**Automation Field Services**

- Retrofits
- Modifications and Upgrades
- Preventive Maintenance
- Decommissioning
- Service Agreements

**Industrial Networking Systems**

- System Design
- Installation
- Certification
- Maintenance



*United Electric has branches conveniently located in Delaware, Maryland, New Jersey, Pennsylvania & Virginia.*

United Electric is proud to represent the industry's top manufacturers, including:



Delaware

**New Castle, DE**  
Corporate Headquarters  
(302) 322-3333 or  
800-322-3374

**Dover, DE**  
(302) 674-8351

**Dagsboro, DE**  
(302) 539-7541

New Jersey

**Vineland, NJ**  
(856) 691-6668

Virginia

**Commonwealth United  
Alexandria, VA**  
(703) 256-2111

Maryland

**Aberdeen, MD**  
(410) 272-3995

**Baltimore, MD**  
(410) 319-0222

**Beltsville, MD**  
(301) 210-3333

**Jessup, MD**  
(866) 799-1464

**Rockville, MD**  
(301) 340-1631

**Salisbury, MD**  
(410) 749-3777

**Waldorf, MD**  
(301) 645-6300

Pennsylvania

**Hanover, PA**  
(717) 632-6632

**Lancaster, PA**  
(717) 392-8500

**Langhorne, PA**  
(215) 741-2679



**United  
Electric  
Supply**

**SERVICE  
SUPPORT  
SOLUTIONS**

