

FIDELITY ELECTRIC

Quality & Service You Can Trust

"He listened to my desires and made recommendations that took into consideration my budget, my vision and our scheduling constraints. Additionally, in the day-to-day work of a massive remodel, I was very thankful for Roger's consideration of my possessions and living environment. While I am no expert on electrical matters, with Roger I didn't feel like I needed to be an expert. Others, more knowledgeable than I, have commented on the quality of his work. When I look around my house I know that all of his projects LOOK GREAT, and in several cases, his recommendations and advice gave me a better 'final look' than I had envisioned when I contracted with him originally."

-M.H., Lakeside

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I want to add a new light and switch where there is no existing power. What will my walls look like when you are finished?

Unfortunately, the first tool many electricians pick up is a framing hammer. As you might imagine, it is much faster and cheaper – for the electrician, anyway – to **destroy your wall** so he can hastily install the new wire or troubleshoot problems with existing electrical systems. The obvious downside to you, the homeowner, is that you end up shelling out additional money to other contractors to repair and repaint your walls. And, the resulting patch will never be as good as the original, intact drywall.

Not only is this totally unnecessary, we are shocked at the level of disrespect this practice demonstrates toward your home. Fidelity Electric's contracts ALWAYS provide for the absolute minimum amount of drywall damage because we take the time to fish wire across the attic and down the wall. This can often be accomplished with no drywall damage whatsoever; and whenever holes or notches are necessary, every one of them is PATCHED to a flat finish before we leave your job. Your home will NEVER end up looking like **this one.**



4 Quick Questions that reveal any electrician's operating philosophy

Ask them and save yourself time, money and headaches

FIDELITY ELECTRICSM

Quality Service
Exceptional Value
Unshakable Integrity

www.fidelityelectric.com

Is Your Quote a fixed “bid” for the total contract price, or is it merely a vague “estimate” of what you think my project will cost?

Many frustrated homeowners have done exactly what they were told to do – get quotes from at least three different electrical contractors – only to learn half way through the job that the project is going to cost much more than the amount they were “quoted.” **Protect yourself against “bait and switch” tactics by understanding the critical difference between an “estimate” and a “bid!”***

When we bid your project, our expertise enables Fidelity Electric to accurately assess your unique situation, ask relevant questions, and determine the best value for your specific needs. If during the course of your project you decide to upgrade fixtures or include additional features and services, we always provide you with a written change order, in advance, so there are no surprises. When Fidelity Electric bids your project, you can rest assured that the price on the contract you sign is the price you will pay. Period.

***For more information, visit
www.fidelityelectric.com**

I don't have time to sit around all day. Will you give me a specific appointment time or do I have to wait during a 4-hour window?

For many electrical contractors, service work is nothing more than a numbers game – they fill the daily schedule with a number of service calls and arrive at the jobsite “between 1:00 and 5:00.” Personally, whenever we are the ones waiting for a technician or a delivery, we resent the time we waste sitting around all afternoon, waiting for the delivery somewhere near the end of the time window ... or worse, not at all.

Guess what? We don't like being “just a number,” any more than you do. We value your time as much as we value our own, so Fidelity Electric gives EVERY client a specific appointment, set for a time that is convenient to your work schedule. If we are working in a rental property, we efficiently coordinate scheduling with your tenant to make the entire process as hassle-free as possible.

I need to get a service panel upgrade. How much do you charge?

We often receive calls from homeowners who immediately tell us that they need a panel upgrade or service upgrade. Our response is almost always the same: “What has brought you to this decision?” or “What makes you think that you need a panel upgrade?”

Here are some of the answers:

“I had an electrician who offered to inspect my electrical wiring for free. He told me that I had burned wiring and needed to ‘upgrade the service panel’ since it obviously could not handle the load...” **A service panel upgrade will *not* solve this problem.**

“My breakers keep tripping so I need to get more power. I need to get a panel upgrade.” Here again, we're often told that another contractor has sold the homeowner on the idea of a panel upgrade.

“I am adding a hot tub, air conditioner, kitchen remodel, granny flat, etc., and need to put wiring in for it. My house was built in the 1950s, and I have a Zinsco, Push-Matic or FPE Stablok panel that is rated at 60-amps with no additional capacity. Don't you think I can just put in a different breaker and make it all work?” **No, sorry. You need a panel upgrade!**

Unfortunately, deceptive tactics are sometimes used by unscrupulous contractors. There are those who are tempted to “up-sell” service panel upgrades because they are typically more profitable than other types of work. The reason for this is that they are difficult to estimate accurately and, due to unforeseen variables that may be encountered, electricians tend to price these a little higher in order to cover the “bad” upgrades.
