



Accurate Power and Technology, Inc.
15519 W US Highway 441
Suite 101A
Eustis, FL 32726
352.735.8285

Since 2005

Now that I have purchased BACK UP POWER, What Happens Next?

1. After signing the Accurate Power contract, the first thing that happens is that our Management staff will contact you to introduce themselves and perform a site visit.
 - a. During the site visit we will perform a survey, review the job, and begin to gather the proper documents to apply for your permit.
 - b. We use making paint to outline the area where the generator will live and or LP tank will be installed. We will do our best to keep the markings to a minimum. We need to do this, so our technicians will know where to install the generator and “Call before you dig” will know our intentions.
2. After the information has been obtained, it will be given to the permit technician and the **Contracted gas company** to apply for the permit.
 - a. During this phase we will review the material needed to perform your installation and be sure the equipment has been reserved and/or ordered from the manufacturer.
 - b. The permit process can take up to a **month** depending on the municipality. Some can be submitted on-line, while others require us to submit in person.
 - c. Once we have submitted for your permit you will be notified that your installation has been placed into review.
 - d. After all the required revisions have been completed and the permit has been approved, you will be notified that this process has been completed.
3. After the permit has been approved, your file will be moved to the operations manager’s desk for scheduling.
 - a. Generator delivery will be the first date scheduled. If you have an **Accurate Power installation** your generator will be set on the next available **Thursday**. You will be notified of the date, so you can make the proper arrangements.
 - b. If you purchased your installation from **Lowe’s Home Centers**, your delivery will be on the next available **Tuesday**. You will be notified of the date, so that you can make arrangements.
4. The day before your generator will be set you will be notified of the event by email and/or by telephone. **We can give a window of arrival at this time.**
 - a. The technician will load up the morning and deliver all generators slated for the day. If your installation is a Lowes install, the technician will load the concrete pads needed and proceed to the store where your generator is



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- b. **During this time, we ask for your patience as this can be very time consuming for us due to loading, weather and traffic.**
 - c. Upon arrival the technician will notify you that he is on site and at this time will review the area where the generator will live and discuss anything you wish about the process.
 - d. At this time the technician will gather any pertinent info and upload it for us in our project software for further review and post the permit.
 - e. **It is at this time we will require payment of the generator if this hasn't been collected in advance.**
5. The next step in the process will be to send your assigned Electrical Technician out to the site to gather the required information and material list he will need to complete your installation safely and efficient. This is completed on the **next available Friday** following your set appointment. Management will also notify the **Contracted** fuel provider that the generator is on site and that they can proceed with their installation as well.
- a. Some installations require a temporary disconnect of your power by the power company. The information will be reviewed and you power company will be notified and a temporary "disconnect" will be scheduled. **Please be aware** that your power company stipulates when the next available date will be.
 - b. Accurate Power will not perform any disconnects on Fridays and will try to accommodate your requested date.
 - c. If we are installing 1 transfer switch it is expected that the electrical portion of your installation will take 2 days. 2 transfer switches will take 3 days.
6. After your **transfer switch, generator, and fuel source** has been installed, The Operations Supervisor will be out to begin our **Quality Inspection Checklist**. **You may request a copy of this at the end of your job if you wish.**
- a. This is a checklist Accurate Power has developed to ensure that the installation of you back power has been done to the CPO's expectations.
7. Once our Quality Checklist has been completed and all required inspections have been passed, one of our Service Technicians will be out to perform a startup on your generator and be sure that it functions properly. Accurate Power will then close the installation portion and move you toward the service side of our business.
- a. Our Service Manager will introduce himself to you and welcome you to this side of our company,

My Family and I Thank You for your Business
Sonny J Dukes, CPO

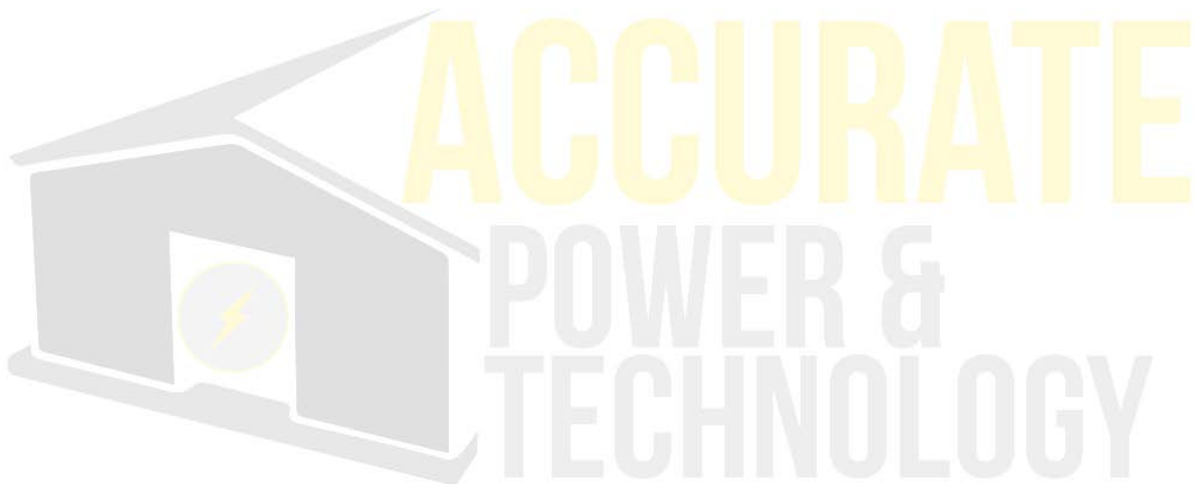


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Notes: Please be aware that the fuel provider is not owned by Accurate Power and Technology, Inc. and functions as their own corporation. Our current preferred provider is Therm-O-Tane gas for the Central Florida area. Accurate Power and Technology, Inc **WILL NOT** be held responsible for any damage to your property caused by them or any other entity involved. We will do all we can to ensure efficiency during this process, however the reason we offer Turn-Key is to allow financing of the whole project.

Thank you
Sonny J Dukes, CPO



This is to acknowledge that I have been given a copy of the Accurate Power installation Q and A.
