



**EMERGENCY HOME POWER GENERATION**

**RESIDENTIAL**

## PROJECT OVERVIEW

Homes in the greater Houston area are constantly vigilant for signs of an impending power outage. Inclement weather and an aging power grid make Houston a hotspot for unexpected loss of power — both for local homes and businesses.

In the wake of Hurricane Harvey, the need for reliable standby power solutions became even more critical — especially for residents that experienced power outages which lasted for days and even weeks on end. For many Houston residents, having continuous access to power goes far beyond mere convenience. Many rely on electricity to power lifesaving medical equipment, home security systems and appliances that hold hundreds if not thousands of dollars worth of food and wine. Greater yet is the importance of protecting costly computer equipment that often stores priceless family photos and important documentation.

More and more Houston locals are recognizing how investing in a standby power solution not only provides peace of mind during the unexpected, but can also directly contribute to their sense of well-being and safety. This was the case for one Houston customer, Steve, who was searching for power generation experts he could trust.

## THE PROBLEM

A longtime resident of suburban Houston, Steve needed a standby power solution that could provide reliable energy to his home in the event of an unexpected power outage — a situation he'd run into a handful of times a year with outages that often lasted hours or days. However, it was the unique needs of Steve's son that was the most important reason for his choice to seek out a standby power system. Steve's young son was handicapped, and had health issues that required near-constant access to power for his safety and care.

In addition to the need for providing power to serve the needs of his son, Steve also needed a standby power solution that could handle the power needs of his large 5,000 square foot plus home. Apart from standard kitchen appliances and computer equipment, Steve needed to power at least two of his three A/C units, as well as have enough power to maintain lighting throughout his home. Of course, Steve also owned his own business and had limited time to research, purchase and handle the logistics of installing a generator.

In search of a team that could help provide guidance throughout the process, Steve reached out to Texas Elite. Our experts immediately recognized that Steve required more than just a quality product — he needed a team that could make the process of purchase, installation and maintenance easy

# 24 KW KOHLER GENERATOR

Reliable power for large residential or small business needs. When the power goes out during a bad storm or power failure, your 24 kW KOHLER® generator with industrial-grade engine keeps your home or business – from central air to sump pump to personal computers – up and running.

- Powerful.
- Smart.
- Premium warranty.
- Quiet.
- Innovative.



## THE SOLUTION

Within days, our team worked with Steve to set up a time for a site assessment at his Houston home. After assessing the home's approximate power needs, our technician discussed Steve's most critical power needs in the home — and determined that in order to provide consistent power for lighting throughout the house and for at least two of the A/C units, a [make, model and size of generator] was the right choice.

Steve already had a concrete platform to which our team could safely mount a generator, so we were able to quickly move onto the installation phase. Within just three days, our team once again visited Steve's home to install his generator and transfer switch for easy and automatic transition from standard to standby power. This included careful installation and testing of all electrical wiring as well as installation of the gas line.

Steve had never had a generator in his home before, and thus needed expert guidance for how to use, maintain and service his generator. After initial testing and certification, our team walked Steve through our remote monitoring process that would ensure his generator was running well at all times. Finally, our team worked with Steve to set up a routine maintenance schedule that included regular oil changes and checks at a very competitive introductory price.

Steve and his family can now enjoy quality time at home without the hassle and worry of unexpected power outages. Not only is his family safer following the installation of a Texas Elite generator, but have the peace of mind knowing our team is there to provide exceptional customer service whenever he needs it.

"Texas Elite Generators installed a generator for our home in August of 2017. The experience from my initial telephone conversations for advice, to purchase was outstanding. The owner Brent Fridrich and his team were very professional and informative when helping me make the right decision on purchasing the right generator for our home. Since the install his team has maintained and serviced my generator so that I am confident that it will be ready to use upon any circumstance that may arise.

Keep up the great work Texas Elite Team!"

Bill S. Katy, Texas