

Always Available

Customer Service Means More Than Being Nice

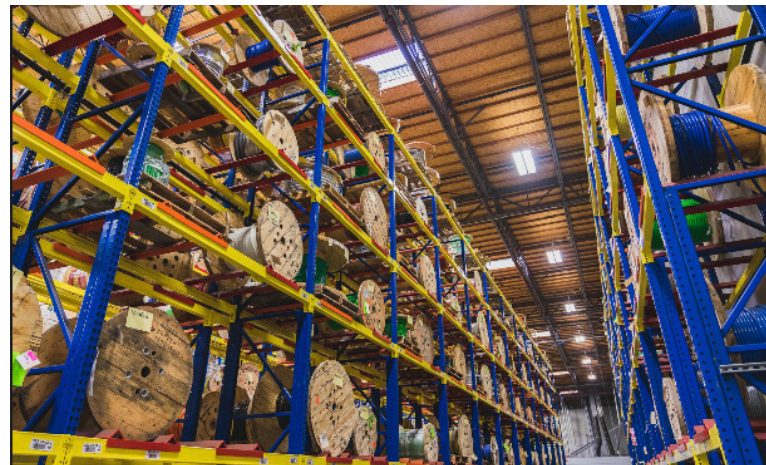
In 1976, Independent Electric was founded with ten employees to serve electrical contractors working in the high-tech aerospace industry. Forty three years later, they operate twelve electrical supply branches in Northern California and seven in Arizona.

Their focus, as they say, is to serve “the electrical construction market with dedicated associates specializing in lighting, switchgear, wire management, tool & safety, and solar, renewable energy to meet and exceed our customer’s specific needs.”

How do they do this? The focus is on exceptional customer service, well trained friendly associates, and by working hard to be recognized as the lowest total cost supplier.

And one other—very important—thing: Independent Electric prides itself in having an unparalleled amount of items in stock, ready to go out the door. As Trent Veitch, Inside Sales at Independent Electric, notes: “If you don’t have it on the shelf, it doesn’t matter what the price is.”

In summary, the secret sauce of success at Independent Electric is low prices, combined with the immediate availability demanded by today’s solar customers. “We stay in close contact with our customers,” explains Veitch. “That way we have at least 99% of what they want always available on our shelves.”



Independent Electric’s warehouses boast unparalleled amounts of items in stock and ready to go.

The SolaTrim® Solution

With low price and immediate availability as the cornerstones of Independent Electric's customer promise, they decided to only work with vendors who can deliver both.

And that's why they partner with SolaTrim® Rooftop Solar System Protection Solution.

With the SolaTrim Rooftop Solar System Protection Solution, photo-voltaic (PV) source wiring and the underside of solar modules are protected from squirrels, pigeons, pests, and environmental threats for the life of the system. (As system installers know, pests love nesting under roof-mounted solar arrays and regularly do serious damage to wires linking inverters to panels, creating fire hazards.)

When it came to choosing a partner for solar protection, SolaTrim was the obvious choice, says Veitch: "In this industry, getting product from partners can be a headache. It's common for things to be out of stock and shipping delayed. But SolaTrim is different. They are exceptionally reliable in shipping and their customer service is spot on."

The SolaTrim Solar System trim solution is made of beautiful, lightweight aluminum with a commercial grade adhesive tape that seals it securely to solar panels. It is extreme temperature tested and is designed for the life of the system.

Best of all, says Veitch, is the ease of use: "It's well made and very simple to install. We live in Phoenix and it gets hot on these roofs in the summer. Installers don't want to spend any more time up there than they have to. SolaTrim makes it possible for them to install a solid, long term protection solution quickly and easily."



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