

**USM's approach to Electrical, Lighting and Energy Services is all about efficiency.** Helping our clients reap significant savings with efficiently designed, installed and maintained systems is where we put our energies. From small-scale retrofits to entire chain-wide systems, USM has the talent and technology to design and implement solutions for any facility.



### Why USM? An Overview.

- ▶ Largest network of qualified contractors
- ▶ Focus on energy efficiency & cost savings
- ▶ Expertise in all services – retrofits to new installs
- ▶ Dedicated account team
- ▶ Backed by the resources of EMCOR
- ▶ National Account plan for greater control & savings
- ▶ Reconcile just one invoice

#### ▶ Expertise

Between USM's decades-long track record of helping clients manage single-vendor relationships, and EMCOR's deep nationwide network of electrical expertise, your multiple-location operations are in extremely capable hands. One key differentiator: as you read this, USM has 1500+ vendors, the largest network of qualified providers in the country.

#### ▶ Only the best contractors

USM contractors are hand-picked to be the most dependable in the business. We insist they carry full inventories of the most frequently used parts (to save you the time and expense of multiple return trips) and they're some of the most qualified, thanks to ongoing training to stay current with new methods and technologies.

#### ▶ Not just what we do – but how we do it

Our approach includes close relationships with leading manufacturers to ensure the proper parts, supplies and components, regardless of your installed brands. We also manage all vendor relationships, thanks to a dedicated account team, ongoing communication and follow-up calls to ensure your satisfaction every step of the way.

*An added USM service:* on-staff Area Managers perform ongoing site inspections and training of service providers to maintain the highest quality standards.

#### ▶ Full range of services

In our years in the field, we've tackled most likely every electrical issue a facility could encounter. *Some of the most common include:*

- Lighting System audits and upgrades
- System Monitoring – including alerts
- Mission-critical Systems
- Specialty Equipment
- Energy Management Systems – monitoring usage, green options
- “Load Shedding” for smarter conservation
- Building Automation – full control over refrigeration, computer & cooling systems
- Sign cleaning, repair and maintenance
- Project-oriented, preventive maintenance, & reactionary service

#### Help from a person – not a robot

- ▶ Real help when you need it. Rest assured that a knowledgeable, live USM specialist answers your call 24 hours a day.

#### ▶ Cost Savings

Saving clients money and reducing energy usage are key drivers for our Electrical & Lighting team. Lighting alone represents an enormous opportunity for savings – between strategic rebates and T8, T5 and LED retrofits, we're saving our clients thousands of dollars each month. And with our National Account program, you can enjoy greater cost control on a national level.



## Generating good will.

A winter ice storm rolled through the Northeast a few years ago – two weeks before the biggest shopping holiday of the year. Understandably concerned, a major retailer client asked if we could possibly restore power to 20 of their key stores throughout Massachusetts, Connecticut, New Hampshire, and Maine. The holiday shopping season can mean life or death for many retailers.

We took the orders late Friday afternoon, and scrambled to reach our generator suppliers to check availabilities. Because of our ongoing relationships with these suppliers, we were able to procure the necessary 20 generator units – they would be coming from as far away as Ohio and Virginia.

Working around the clock throughout the weekend, scheduling generator deliveries and managing contractors, we were able to restore power to all 20 of our clients' store locations by Sunday morning. To this day, our client still calls it a holiday miracle. . .

# We Know Maintenance Inside and Out



**USM**

***An EMCOR Company***