

I was very disappointed with Reliable Electrical Services. I called them because the phone book listing stated that they were a family-owned business serving Sun City Center since 1997, were registered with Vesta/Kings Point Management and a member of Sun City Center Chamber of Commerce. They proved to me that anyone can be all those things and still be unfair to the customer.

Our pool pump had been tripping from time to time and I called several companies from phone book (Silly me! I should have found one from the Sun City site). Reliable was able to send Chris the same day. He checked the breaker (4-plex) and said it should be replaced because there was evidence there had been a fire inside the box. He could not tell if it was old or new fire and not sure breaker was bad but said it needed to be checked out. He also said timer definitely needed to be replaced and pump itself was probably bad because it was hot to the touch. He suggested he come back and replace breaker and timer and said timer would cost "about \$30". He charged \$85 for that visit, which I paid at the time.

On second visit, I told him that our pool maintenance man told me that the timer did not need to be replaced. Chris said, "Well I beg to differ with him!" and said something about an interior decorator because the housing was cracked. I confirmed with him that it would be "about \$30" and then told him to go ahead and replace it while he was here, as long as it was only about \$30.

An hour and a half later, he presented me with a bill for \$222.50: Breaker-\$30; Timer-\$80; Labor-\$127.50. I questioned the \$80 charge for the "\$30 timer" and he apologized and said that he had quoted me the indoor timer cost and that outdoor timer was more. He showed me the box marked \$64.50, and then said that Reliable gets a 5% discount on materials. He said Reliable adds 15% markup to customer. It was not until after he had left and I had paid him \$222.50, that I realized, considering the discount Reliable receives, that he had actually charged a 30% markup on the timer. The other material supplied was a quatraplex breaker which appears to be available from Home-Depot for \$21, minus their 5% discount. This means that the markup on the breaker was probably 50%.

Additionally, Chris told me that the breaker was probably not bad, in that his investigation showed that the fire occurred some time ago and had been repaired since then. Furthermore, he had replaced a duplex breaker indoors and was going to charge \$30 for that. I questioned why he replaced that one when he had already told me on the first visit that it was working properly and I knew it was only about 2 years old. He said he would put the original back in if I wanted, so I had him do so.

In summary, I feel that I was cheated by this company. I feel that Chris misrepresented the work needed, as well as the cost of materials. I would definitely NOT RECOMMEND this company. It was our first and last time to use them.

RESIDENT COMMENT FORM

I hired (RELIABLE) ELECTRIC MANATEE
(name of company)

to do an OUTSIDE Floodlight and outlet + switch on my home
(type of work done)

on April 2012
(approximate date of work)

I found this company to be: (Please check any of the following that might apply. If you check "No", please explain or add any comments on the lines provided or on the reverse side of this form if you need more room.)

Gave me a precise description of the work and materials to be supplied. Yes No

Clearly explained what he was going to do and what I needed to do Yes No

Was prompt (showed up on time, did not take too many breaks) Yes No

Finished the job in the estimated amount of time Yes No

Cleaned up after each day's work Yes No

Professional (spoke appropriately, was not loud, did not use foul language) Yes No

Did exactly as they agreed to in the estimate Yes No

Pulled all the appropriate permits (did not ask me to do that job) Yes No N/A

We had ADDITIONAL outlets installed on porch and outside wall, also had a switch to turn on/off the outside floodlights just installed. Very efficient, the electrician did a very nice job. Gave us an estimate and the price was spot on at end.

I would rate this company: (Please Circle) Lowest 1 2 3 4 5 Highest

I would recommend this company to my friends and neighbors Yes No

Name Barry Bogart Date April 2012

Address 2459 Del Webb Blvd. E

Is it okay for residents to call you for a reference? Yes No, please don't

MANATEE

January 14, 10

Consumer Affairs

During December we lost electric power to our curb carriage light. Looked in the yellow pages and selected Reliable Electric.

They determined the power line had to be replaced and charged me for trouble

shooting based on utilization of testing equipment. I asked them to perform the job.

They quoted a competitive price and applied the trouble shooting charge as a deduction.

We are very satisfied with the quality, price and professional work performed and recommend them for consideration To

S. C. C. Homeowners.

Sincerely

W. J. (Bill) True

MANATEE

Reliable Electric

845 Thompson Road

Lithia, FL. 33547

(813) 645-7000