Buying a standby generator? Ask these questions first.

A whole-home generator is a real decision — five figures, permits, gas lines, and a company you will rely on in the middle of a storm. So don't just collect prices. Send these questions with every quote request, and judge each company by **how it answers**. A good installer welcomes every one of them.

Company _____ Contact _____ Date _____

First, check the license

- In Florida, standby generator installation is electrical work. The installer must hold an active Certified or Registered Electrical Contractor license (EC or ER prefix). Verify it free at **myfloridalicense.com** (Florida DBPR).
- Ask which manufacturer tier they hold — Generac and Kohler certify dealers in tiers, and a factory-certified dealer can register your warranty and get parts faster.
- Confirm liability insurance and workers' comp, and ask who actually does the work — some sellers subcontract installation; the better shops use their own crews.

The six questions

1. Will you do a load calculation at my house?

What you're listening for: Sizing from square footage alone oversells or undersells. A real calculation counts AC tonnage, pool equipment, kitchen loads, and well pumps.

2. What's included in this quote — pad, permits, gas work, tank, startup?

What you're listening for: The cheapest quote often excludes the buried propane tank or the panel upgrade. Compare installed, inspected, running totals only.

3. Who pulls the permits, and how long did your last three installs in my town take?

What you're listening for: Permit timelines vary a lot across Palm Beach County municipalities.

4. What does the warranty actually cover, and what maintenance does it require?

What you're listening for: Extended 7–10 year warranties are common — but they require documented annual maintenance.

5. If it fails during an outage, who do I call and how fast do you come?

What you're listening for: Ask about storm-week service explicitly. Dedicated generator companies and shops with 24/7 service answer this differently than general electricians.

6. Can I talk to two recent customers in my city?

What you're listening for: Legitimate installers in Palm Beach County say yes.

Red flags — walk away if you see these

- A quote given over the phone without a site visit
- Pressure to sign "before hurricane season pricing ends"
- No license number on the quote or the truck
- A price far below every competitor — usually missing the tank, the pad, the panel work, or the permits
- No maintenance offering at all: they plan to disappear after startup

Free from **Palm Beach Generator Guide** — every verified standby generator installer in Palm Beach County, compared in one place: ratings, services, and what a generator should cost here. palmbeachgeneratorguide.com