Buying a standby generator? Ask these questions first.

A whole-home generator is a big decision — five figures, permits, gas lines, and a company you will rely on in the middle of a storm. So don't just compare 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 Connecticut, standby generator installation is electrical work. The installer must hold an active E-1 electrical contractor license. Verify it free at **elicense.ct.gov** (Connecticut Department of Consumer Protection).
- Ask for the company's Home Improvement Contractor registration too, and confirm liability insurance and workers' comp.
- 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.

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, well pump or sump pump, electric heat or boiler controls, kitchen loads, and pool equipment.

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

What you're listening for: The cheapest quote often excludes the 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 across Fairfield County towns, and your installer should know your town's process.

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 and winter-storm 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 this 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 storm-season pricing ends"
- No license number on the quote or the truck, and no Home Improvement Contractor registration
- 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 **Fairfield Generator Guide** — every verified standby generator installer in Fairfield County, compared in one place: ratings, services, and what a generator should cost here. fairfieldgeneratorguide.com