

Gresco Generator Program

FAQs

The Gresco Generator Program is a partnership that allows Snapping Shoals' members to receive a discount on whole-home backup generators. Snapping Shoals is not selling, installing, financing or servicing generators. Our role is offering a discount for members who purchase a generator from Gresco.

STEP-BY-STEP PROCESS FOR MEMBERS:

Step 1: Members will call [478-315-0817](tel:478-315-0817) to request a free site survey. A Gresco team member will schedule a convenient date for the visit.

Step 2: The site survey representative will call the day before and day of your appointment to confirm. The visit usually takes 30–60 minutes and includes evaluating your home's needs, sizing the generator, selecting a location, and providing a price quote.

Step 3: If financing is needed, Gresco offers five competitive financing plans. The online applications are fast and easy to complete.

Step 4: Once financing is approved or payment is arranged, Gresco will contact the member to schedule installation.

Step 5: The team will complete the job in one day for most homes. Expect a temporary power outage of 4–6 hours. Once installation is complete, your generator will be fully operational.

HOW TO RESPOND TO CUSTOMER INQUIRIES:

If a member inquires about the generator program, direct them to:

Gresco Generator Program Website:
www.gresco.com/generators

Gresco Generator Hotline: (478) 315-0817
Note: This phone line includes options for scheduling a site survey or inquiries about maintenance.

All information is collected through the Gresco website or by calling the Gresco phone number.

ANSWERING COMMON QUESTIONS:

Who is eligible for the program?

All Snapping Shoals members are eligible to participate in the generator program and receive discounted rates through this partnership.

How much does a whole-home generator installation cost?

While every home is different, members can generally expect to invest between \$10,000 and \$16,000 for a full-home backup generator system. This includes the generator itself, professional installation, permitting, and coordination of necessary gas work (though Gresco does not provide gas work directly). Final pricing is determined after a free on-site survey to evaluate the specific needs of your home.

How much of a discount can Snapping Shoals members expect?

Snapping Shoals members can expect to save approximately 10–15% compared to buying a generator and related equipment from big box stores (equipment depending) or other generator distributors. Installation costs are typically 5–10% lower than those of other providers.

What does the installation include?

The installation includes a Generac whole-home standby generator and an automatic transfer switch. In the event of a power outage, the system restores electricity to your entire home within 30 seconds — keeping your lights on, appliances running, and life uninterrupted.

Can I purchase a generator through the program but hire my own installer?

Yes, homeowners may purchase equipment directly through Gresco and choose their own installer. However, installation and startup must be completed by a certified Generac representative to maintain the manufacturer's warranty.

Do I need propane or natural gas service at my home?

Yes, the generator requires either propane or natural gas. For propane users, a tank size of at least 125 gallons is necessary.

Where should the generator be located?

The generator operates at a noise level similar to a lawn mower. It's best to place it in a location where that level of noise is acceptable—ideally near your gas and electric service to minimize installation costs.

What is the expected lead time from inquiry to installation?

Current lead times are approximately 4 weeks. However, these may increase during storm season due to higher demand.

MEMBERS SHOULD CALL
(478) 315-0817
TO ASK ABOUT THE PROGRAM