



Volume II, Issue II

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Inside this issue:

President's Message	1
Information Technology	2
Independent Utility is on the move!	3
Operations	4
Harvest Notes	5
IES grows ... and grows	5
Independent People	6
30 Years of Excellence	7
Important Numbers	8



INSIDE INDEPENDENT

President's Message

The new year - 2007, marked the beginning of Independent Electric's fourth decade in business, serving the needs of electrical contractors. Last year sales reached \$459,000,000 and for the first six months of this year revenue is up 20%. We now have over 600 great people contributing to the outstanding success and continued growth of Independent Electric Supply, which accounts for the fact that we are now the 17th largest electrical distributor in the USA.

Last August, we opened in Tempe, AZ and that branch is now fully engaged with over sixty people on board, managed by industry veteran Tom Edwards. Tom and his team have established IES as a major force in the Arizona market. In February, we opened in Roseville, CA making this branch, lead by Tom Guthrie, our third location in the greater Sacramento market .

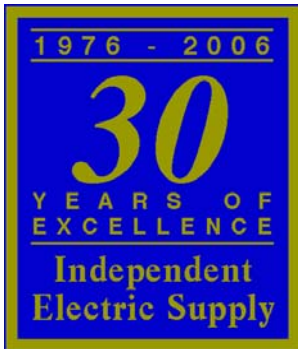
With the company's growth came opportunities and some management changes; Johnny Taormina moved from outside sales to Branch Manager in San Carlos and Wally Jolliff moved over to manage Soquel. In the south,



President - Jack Phelan

long time jack-of-all trades Marcus Bannerman has moved into the Branch Manager seat in North Hollywood with Brian Palmer joining our Corporate staff as our Pricing Guru.

To support our continuing expansion and growth it is always necessary to recruit, train and develop new people to ensure that we continue to have the best employees in the business. We now have dozens of recent hires that have moved into, and in some cases completed, the formal company Management Training program. This program is now in full swing, especially with the addition of many recent June graduates from several different colleges. Don't hesitate to tell your friends about the opportunities for a successful career at Independent Electric Supply.



“We’ve really enjoyed participating in IES’s growth, meeting all the challenges, and building a solid technology infrastructure for the new and existing branches”

- Bob Wittig

Your Information Technology team

Bob Wittig and the hard working people in the I.T. department are determined to ensure that Independent Electric Supply’s technology network is reliable, up-to-date and trouble free.

With the phenomenal growth of our branches and work force, they’ve been busy ensuring phone, computer, printer, email, Harvest, and many other special applications work for all our users.



The Team, left to right: Aaron, Mark, Troy, Bob, Don and Justin (not pictured, Chris)

What is an INTRANET?

You need to know about this powerful tool to get access to a great selection of information and resources.

- 1) Just launch your Internet browser.
- 2) Go to IE Supply’s home page—
“www.iesupply.com”
- 3) Click on the “Misc.” tab.
- 4) While you’re here, you might want to add this page to your ‘favorites’.
- 5) Click on the link below the IES logo.
“[Independent Intranet Login](#)”
- 4) Login with your User name (eg. ABC) and Password (eg. 1234). Use your Harvest letters, then numbers.
- 5) Sign up for training, get info on resources, and get updates, all in one convenient place.

Recently, all employees received via email a document titled **IT Suggestions** which provided useful information concerning technology used at IES.

There is a copy of this document on the **IES Intranet** which will be updated periodically with additional suggestions, tips and new Harvest features as they become available.

Also, be sure to keep a copy of the Important Phone Numbers for all Corporate Operations and IT staff that you can contact directly. (For these numbers, see page 8 of this edition of “Inside Independent”.)

New ‘I.T. Help Desk’ is here

The IT department has a new member to provide first level Help Desk support to immediately respond to your IT questions or problems. **Chris Wittig** is fielding incoming support calls, and directing more complicated issues to the appropriate resource.



Chris Wittig

As always, the first step in getting an issue resolved is to send an email (not a Harvest message) to support@iesupply.com. If you need to talk to someone immediately, you can call the Help Desk (Chris) at ext. #4410, or (650) 508-4210.

New Independent Utility branches in Fremont, Tracy and Merced

"It doesn't seem possible that it's been over 2 years since we've joined the IES family. As you can see from the photos, we're all settled into our permanent facilities and ready for this year's construction season. I credit our success to the dedicated, hard working employees that have joined us, and the support from Jack, his staff, and many IES managers and salespeople. We look forward to being a part of the continued success of IES." - Dale Krech, General Manager, Independent Utility Supply

Fremont - We retired our old IUS branch, moved into the new 2.6 acre IUS branch. It's warehouse and yard quickly filled with the conduit, cable, vaults and all the hardware needed by the utility contractors in the Bay Area.



Tracy - We built this Utility branch from the ground up. Hats off to the crew who endured over a year in temporary facilities while this new state-of-the-art facility was completed.



The IUS branch in Tracy was completed after record rains made construction there difficult and then impossible, turning the clay soil to a bottomless goo.



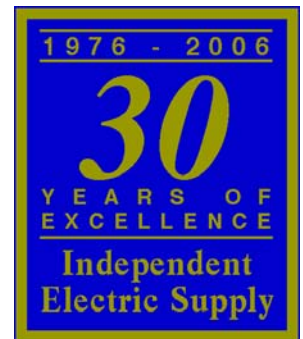
Once the building was complete, the eager folks at the Tracy branch settled into a real office, warehouse and yard.

Merced - Our newly built Utility branch in the rapidly growing Central Valley, IUS Merced, is a similar though much smaller version of the story. Construction delays and weather couldn't keep us from opening this all new branch with neat offices, warehouse and yard.



"We look forward to being a part of the continued success of IES."

- Dale Krech





“We are proud of the progress that has been made, but know that we must always strive to improve the tools and procedures that we all use.”

- Susan Walker

Operations Notes

Independent Electric Supply’s amazing first 30 years has seen us grow from a single store to over 30 locations. To keep all of those locations functioning efficiently, we continue to develop procedures to help our talented people do a great job growing our business and selling our products. Each of you are meeting the challenges of administration that goes with those sales; learning new computer processes and procedures almost daily. Independent has grown from having a few computers in the corporate office to having computer networks in every branch, with many of you logging in and working offsite with laptops, not to mention our networked phones, faxes, printers, servers, routers, and switches. Our aim is to make things uniform, wherever possible, to streamline and improve our ability to support you.

Thank you for the way you have embraced the Operations and IT groups who have phoned, emailed or come into your branch. We now have three outstanding Operations people and an expanded IT team. All of us work hard to support you.

The IT staff contributes a wide range of technical talent to meet the demands of our infrastructure and address your needs. They maintain both a great public website for our customers, vendors and future employees to explore, as well as the terrific IES Intranet where current employees can check out training opportunities, benefits, general information such as email addresses and phone extensions, or acquire various forms. This website is where you can always print out the latest branch listing or vendors’ credit information. Don’t forget to check the information on the IES Intranet and ask your manager if you can be a part of these great training tools.



**Susan Walker -
Operations Manager**

On the Operations team, Doug Pringle has worked tirelessly with Mark Hansen to get as much rebate money as possible for all of the branches’ sales and purchases and this rebate money grows every month. It has taken a lot of effort on everyone’s part, and we thank you for bearing with us and participating so productively in this continuing endeavor. Christine Shaffer has been visiting the branches, compiling a new Operations Procedures binder and establishing additional vendor training. It helps us all when we know more about the material that we sell. Please give her a call to see how you can sign up for this training and then dazzle your next customer with a knowledgeable presentation.

Doug and Christine have worked both together, and with all of you, to keep your branches functioning smoothly. The Operations and IT groups are here to support you. We are proud of the progress that has been made, but know that we must always strive to improve the tools and procedures that we all use.

New Helpful Harvest Hints - by Bob Wittig

Here are just a few of the new features in Harvest

1. Expanded the number of times that a Sales Order Line Item can be shipped from five (5) to ninety-nine (99).
2. Expanded the number of times that a Purchase Order Line Item can be shipped from five (5) to ninety-nine (99).
3. When pre-loaded customer price exceptions are provided in Sales Order Entry the system will display the source of the Price Exception highlighted in Reverse Video. N.B. Your terminal must be set up to allow this feature, please call IT Help Desk X4410 to request.
4. Added the ability to assign a pricing model to a customer by a specific Job Account.
5. Sales History Inquiry by Item (S/I #13) – new option 'CA' to view items that have been CANCELLED on orders.
6. Many new Corporate Pricing Models have been populated and are ready for use to assign to new and existing customers.
7. New Landscape Shipping Label format (WAR #7) – more legible, customers prefer larger print. (requires 4" x 6" label stock)
8. Email Customer A/R Statements
9. Mass Fax Flyers to Customers – BBQ's, Counter Days, Vendor Training Announcements.
10. P.O. Receiving Report – print total dollars for each document.

NEW LOCATIONS IN 2006

North Hollywood - We completely remodeled this building into one enormous branch. The new customer service counter area is large, the warehouse is large, the office spaces are large, the training area is large, in fact the whole darned place is pretty big, 47,650 sq. ft. of office and warehouse space in a building on a 2.5 acre lot.

Tempe - Our first Arizona branch wasted no time in becoming a prime example of what a group of really talented and enthusiastic people can do.



Brea - With beautiful new offices and warehouse, this brand new branch is headquarters for over forty busy folks.

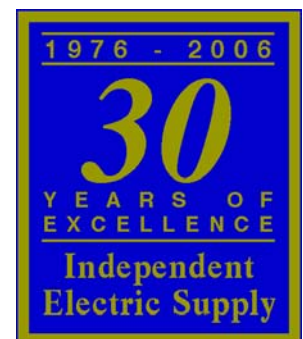
Corporate Credit Office - Keeping track of all the new business, the Credit Office now has a comfortable new office in San Carlos.

Concord - Remodel the trusty old Concord branch with new workstations, new computers in many cases, new paint on the walls and flooring, and you have a clean, comfortable and neat 'new' branch.

Roseville - Our newest branch is a state-of-the-art facility, offering a full range of products for the contractors in this growing market.

“This is only a partial list of some of the newer features that have been added to Harvest”

- Bob Wittig



“We see this as a great opportunity to develop our business”

- Brian Palmer

GOING THE DISTANCE



Doug Pringle

When he's not running down an elusive rebate or pricing issue, a recent addition to our Operations team, **Doug Pringle**, is running for real. Beginning early, in the 4th grade, Doug discovered that he just loved running, and went on to compete in high school track and cross-country. His passion for mileage has continued in adult life and he's run an impressive 20 marathons so far, qualifying and competing five times in the prestigious Boston Marathon. His personal record for a marathon is an amazing 2:42 (that's an average of over 9 mph for over 26 miles, whew!) In this year's stormy wind and rain plagued Boston Marathon, 47 year old Doug hammered out a fine time of 3:29. Watch for him in the California International Marathon, in Sacramento in December.

DRAMATIC RESCUE IN SANTA MARIA

One afternoon back in March, Sal Guerrero, Santa Maria Branch Manager heard a scream outside his office, then another. Once outside, Sal saw salesman Kenny Rodriguez already running toward the building next door. A girl in the driveway there was screaming that her baby was underneath her car. A guy from that building had positioned a floor jack under the car and started to lift it, but stopped suddenly when he saw the child under the car, then just walked away. Kenny took over lifting the car with the floor jack, while Sal went around the car where he could reach in and carefully pull the little boy out. Sal was concerned because the child was bleeding from his face, nose, and the back of his head. The boy's mother was hysterical, so he had the added job of trying to keep her calm. Once the fire dept came, paramedics took over. The last we heard the child will fully recover from a fractured skull and a broken arm, thanks in part to Sal and Kenny's swift response. Thanks, guys!



Sal Guerrero



Kenny Rodriguez



The Home Office
San Carlos, CA.

30 YEARS of EXCELLENCE

As the United States of America celebrated its Bicentennial, the Concorde carried it's first passengers across the Atlantic ocean , and a small group of young nerds started two companies named Microsoft and Apple computer, **Independent Electric Supply, Inc.** opened its doors in Sunnyvale, California.

Dick Hurd and **Ron Snow** took a chance and founded Independent Electric Supply with only ten people. Their vision was straight-forward, to provide exceptional service to the area's electrical contractors.

Fast forward thirty years, and that little company today employs 600 people at 30 locations, is in the top twenty electrical distributors in the country and has doubled its business in the last six years.

In 1976

- Dick Hurd and Ron Snow open the doors to the first branch of Independent Electric Supply.
- The United States of America celebrates its Bicentennial.
- Startups Apple Computer and Microsoft are organized.
- IBM unveils the first laser printer.
- NASA Viking missions to Mars.
- For the first time, California wines win at tasting in Paris, France.
- Space Shuttle Enterprise prototype rolls out for test flights.
- Filming begins on a new science fiction movie, "Star Wars"
- Winners in Sports: Cincinnati Reds, Pittsburg Steelers, Boston Celtics, Jimmy Connors, Ray Floyd, Johnny Miller and Jack Nicklaus, Johnny Rutherford.
- VHS video tape is introduced to compete with and eventually replace Sony Betamax.
- The first commercial flight of the Concorde.
- The first flight of the F-16
- Eagles record "Hotel California"
- Severe drought in California.
- CN Tower built in Toronto, Can.



IMPORTANT SUPPORT PHONE NUMBERS

Corporate & IT Operations:	Susan Walker	susan.walker@iesupply.com	
Cell (831) 588-4171	4472 Tel (650) 508-4272	Fax (650) 622-9637	San Carlos
Northern California Operations:	Doug Pringle	doug.pringle@iesupply.com	
Cell (650)245-9724	4431 Tel (650) 508-4281	Fax (650) 622-9637	San Carlos
Southern California Operations:	Christine Shaffer	christine.shaffer@iesupply.com	
Cell (805) 268-6206	3002 Tel (805) 781-0169	Fax (805) 781-0179	San Luis Obispo
Harvest Pricing & Vendor Relations:	Brian Palmer	brian.palmer@iesupply.com	
Cell (310) 776-0167	1815 Tel (818) 759-1080	Fax (818) 759-1076	No. Hollywood
Corporate IT Manager:	Bob Wittig	bob.wittig@iesupply.com	
Cell (925) 998-9447	4465 Tel (650) 508-4265	Fax (650) 595-3225	San Carlos
Network Administrator:	Troy Cable	troy.cable@iesupply.com	
Cell (858) 967-1181	2080 Tel (858) 514-5980	Fax (858) 565-1913	San Diego
Inventory & Pricing:	Mark Hansen	mark.hansen@iesupply.com	
Cell (858) 344-4285	2050 Tel (858) 514-5950	Fax (650) 594-9065	San Diego
Webmaster / IT Department:	Justin Levasseur	justin.levasseur@iesupply.com	
Cell (650) 862-3942	4487 Tel (650) 508-4287	Fax (650) 595-3225	San Carlos
IT Department:	Don Zimmerman	don.zimmerman@iesupply.com	
Cell (925) 487-9974	4473 Tel (650) 508-4273	Fax (650) 595-3225	San Carlos
IT Department:	Aaron Han	aaron.han@iesupply.com	
Cell (714) 686-4838	2679 Tel (714) 680-2679	Fax (714) 680-2682	Brea
Help Desk Coordinator:	Chris Wittig	chris.wittig@iesupply.com	
Cell (925) 577-0897	4410 Tel (650) 508-4210	Fax (650) 595-3225	San Carlos

