



# APPROACH TO SERVICE

We succeed when our people connect with our clients' challenges and objectives — when we deliver the services and ideas that allow our clients to achieve their goals. Our ability to adapt as our customers' needs evolve gives us the flexibility to provide the best customer service available. We believe in the power of our people working together with our clients to solve challenges and realize shared goals.

## SOLID HISTORY

Ulteig was founded with the vision of bringing electricity to the rural Midwest. Throughout the years, we have expanded to meet the needs of our clients across the country. As Ulteig has grown, our capacity to handle larger projects and tighter deadlines, provide additional project help, and offer more areas of expertise has increased. These improvements offer our clients a higher level of service than we have been able to provide in the past. Although we have grown in size, Ulteig continues to maintain a small-company feel, providing such advantages as a single point-of-contact for clients, personal responsibility emphasized on all projects, and flexibility to conform to clients' methods/standards.

We are customer service focused with each client's specific needs, goals, and objectives in mind. The energy industry has evolved and so have the needs of our clients. Ulteig has adapted to these changing needs, allowing us to provide better service.

## RELATIONSHIPS FOR THE FUTURE

While we help build communities, the most important thing we build is relationships. Because we have invested in our clients, Ulteig's Energy Services sector has established itself as a leading provider of engineering services worldwide. Our staff helps power energy sources that will be utilized for generations to come. We have electrical, civil, and structural engineers with decades of experience in transmission and distribution, substation, renewable energy, planning and studies, and communications.

## CUSTOM SOLUTIONS

Ulteig's backbone and livelihood is built on customer service and providing innovative, custom solutions — rather than just a standard product — to our clients. It is not simply enough to satisfy a client; we must continually strive to exceed expectations by doing what we say we are going to do, being responsive, resolving issues, being helpful and knowledgeable, listening, providing training, and adding additional value to their bottom line. As a multidiscipline firm, we bring diversified experience to the client-consultant relationship. Ulteig makes every effort to provide the client with what they want, not what we think they want.

## CONTINUOUS COMMUNICATION

We make considerable efforts up front to make sure that each project starts off on the right foot and stays on track. Ulteig is conscious of the fact that any rework, whether it is during the design process or during construction, can be costly to the project's budget and/or schedule. The key to meeting these objectives is communication.

However complex your challenges, we share information with you to help you make informed, cost-effective decisions and move forward to ensure a successful project. Ulteig provides a clear perspective on the issues that matter to you — both today and tomorrow. This, in turn, helps you stay up-to-date on emerging issues impacting your project. We help you set realistic timelines, achieve stakeholder buy-in, and establish priority goals — saving you valuable time and resources.