

NEWSLETTER

S U M M E R 2 0 2 1

Hello Everyone,

Summer is finally here! Not only are we all enjoying the fine weather and long evenings, but we're also looking forward to the end of the strangest time most of us have ever lived through.

We are sorry that we have lost some of our personal connection with you over the last 18 months, but we are working hard to make up for this. As we ease back into normality, we're hoping to get out and meet with our existing customers and welcome newcomers to the Natural Generation family. We have already started visiting our customers face to face and are planning to continue throughout the rest of the summer and autumn.

We are also getting closer to opening our doors at our Perranporth and Bathgate offices for you to come and visit us. It will be a great chance to reconnect with you again and for you to meet the team. We will keep you up to date with when we will be hosting these open days.

Kind regards,

Ivor Thomson
Managing Director

Industry News

GREEN ENERGY TOPPING THE CHARTS

There was some really encouraging news for Natural Generation and our customers at the beginning of the month, where there was a day in June where the National Grid was using 50% renewable energy, with our fleet alone generating 30MW (Mega Watts) of energy!

Although this may not sound like a huge amount, it's actually a very significant statistic. It shows how much progress we are making as a nation, and it also shows that the investment in a greener future is paying off. This news gives us even more encouragement to keep improving our services, equipment and procedures so we can keep solar arrays and wind turbines generating clean, renewable energy.



ENDURANCE E3120 BEDPLATE AND SHAFT UPGRADES

At Natural Generation we are continually investing and improving all aspects of our business and services.

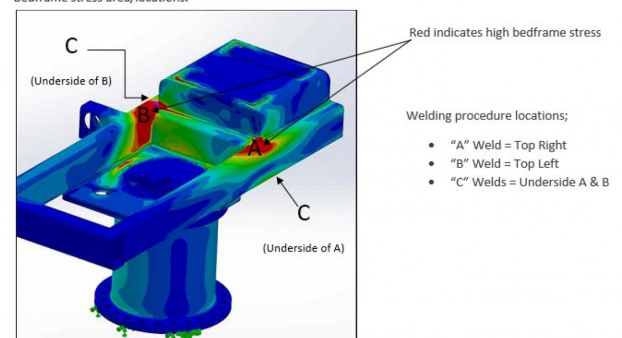
Our innovative approach has led us to partner with **Gale Force Designs** to solve the bedplate cracking issue on the Endurance E3120. With their industry expertise we have created a 60% stronger, more reliable and resilient design that comes with a 10-year warranty.

We have now replaced bedplates and shafts on over 70 E3120 models in our fleet, with many more scheduled for replacement in our in-house workshops.

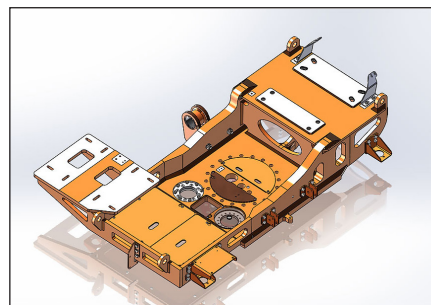
These new upgrades have already shown positive results with the availability for these wind turbines increasing after installation.

**Call us today to discuss
your upgrade 01872 571 700**

Bedframe stress area/locations.



Due to uneven stress or bedframe fatigue, the E3120 bedframe design is not strong enough in critical areas to absorb the stress caused by the rota. A direct result of the design failure is cracking of the bedframe. The most common locations of these cracks are illustrated above in points A & B.



The improved structural architecture achieves greatly reduced stress in critical areas through the use of solid plate material, placing added material in stress-prone areas.

Company News

ADDING TO THE TEAM

2021 has been a great year so far for our recruitment drive. As we grow our portfolio of wind turbine maintenance contracts and our installations of solar arrays and EV charging points, we've needed to bring more skilled people onboard. We've had huge interest in all our vacancies from a large number of applicants from all different backgrounds. This positive response has shown us what a strong position we are in to be able to recruit some of the best talent out there to look after our customers' investments.



BEING 100% TRANSPARENT



We are committed to providing great customer service and so to further improve everything that we do, we have now gone live on Trustpilot.

Trustpilot is a free and impartial business review website, where people can share their thoughts and experiences with the world. Trustpilot is open to every company and consumer everywhere. Sharing your experiences will help us to develop our teams and services, whilst helping other potential customers make better choices. We want to know how we are doing, so please feel free to follow the link below and post your review.

<https://uk.trustpilot.com/review/naturalgen.co.uk>

Company News

BIG JOB IN LITTLE HARRIS

At Natural Generation we never shy away from a big job. Our latest challenge came in the form of a nacelle removal on a Windflow turbine located in the Outer Hebrides on the Isle of Harris.

The project involved complex logistics: not only was the turbine in an isolated area, there were the obstacles of weather and timings of flights and ferries to contend with, as well as detailed lifting plans to be executed with precision. But with the combined efforts of our Cornish and Scottish teams, the job was completed on schedule with no major issues.

The gearbox and hub will now be transported to a specialist engineering works to have the pitch system refurbished. Once complete we are looking to reinstall the nacelle in 4 to 6 weeks' time, just in time for the winds that pick up towards the end of August.

Keep checking our website and social media pages for exciting stories like this.

<https://m.facebook.com/watch/?v=555058315506223>



BATTERY STORAGE



The next step for renewable energy producers is to be able to store the power generated for when the wind isn't blowing, or the sun isn't shining.

This is why battery storage is at the forefront of everyone's minds. We are getting a huge number of enquiries about battery storage, and we would like our customers to know that it is very much on our radar.

Whilst the return on investment is by no means immediate at present, the positives of installing such systems may, by personal opinion, outweigh the rate of ROI:

- Improved self consumption
- use more of your generated energy
- less reliance on energy imported from the Grid

With the roll out of improved smart metering and the introduction of 'Smart tariffs' energy suppliers are starting to offer enticing deals for energy storage owners.



Meet the Team



In our Operations & Maintenance division, everything we do is designed to reduce downtime to your turbine or solar array as much as possible. One of the major factors for downtime can be the sourcing and delivery

of parts, which is why we have a dedicated team who work tirelessly to make sure we have everything in stock at the best possible price. With this in mind we'd like you to meet **Mike Padgett**, our Supply Chain Controller...

Can you give us a brief overview of your role?

In a nutshell, it is to make sure we have the right products, in the right place, at the right time, for the right price and at the right quality.

Managing the supply chain team to ensure the daily activities are completed efficiently and accurately in both Perranporth and Bathgate, purchase orders are raised and inventory queries are answered.

Balancing the longer-term objectives whilst meeting the immediate requirements is the ongoing challenge.

How does a typical day start for you?

I typically start by reading any emails that have come in overnight. I then assess the priority of any actions to take, including any carried over from previous days/ weeks. Particular attention is often placed on any urgent requests for inventory to be transferred between locations due to the early cut-off for booking with couriers. I check in with

the team to see if there are any issues and communicate any priorities over and above their normal daily activities.

Why is your role so important to our customers?

We ensure we can supply the parts required to get their turbine up and running as quickly as possible. The more effectively we purchase means we can pass on some cost savings to our customers as well as ensuring they receive the best service possible.

What's your favourite part of your job?

Seeing the supply chain team develop their skills and see tangible results for the continuous improvements they are making to the supply chain function and the benefits this brings to the wider business.

What's the most interesting part of your role?

Watching the improvements that are made as a result of supply chain activities and how these contribute to the growth and success of the company. I specifically enjoy the higher-level negotiations with suppliers.

How long have you been with NatGen?

I have been with Nat Gen since February 2019. There was just me and one part time employee to manage the supply chain function. Now the team has increased to 4 full time and 1 part time employees.

What made you want to get into renewable energy?

It's nice to work in an industry that can make a positive environmental impact compared to some other traditional sources of power generation.



Recommend a friend

Recommend a friend and get

£500 off your 12 month O&M contract.

We want to maintain our working relationship with you, our customers by continuing to offer our 'Recommend a Friend' scheme.

If you know of someone who is looking for a new operations & maintenance provider for their wind or commercial solar installation, then send them our way for a £500 discount off their first annual invoice. When they sign up we'll reward you with the same discount!

Photo Competition

Win a **£50** Marks & Spencer voucher
with our quarterly photo competition.

Every quarter we will be giving away a £50 M&S voucher for the best photo we receive from our customers of their turbine or solar array.

Please send your entries to: info@naturalgen.co.uk

Promotional activity...

We feel it is time to update our promotional videos and showcase the hard work, research and development we have been doing over the last 5 years, so much has changed; from solutions to known issues with the Endurance turbines to the way we run our operations. We would really like to involve our customers so we can create something together. **Please do get in touch if you would be willing to participate and showcase your wind turbine or solar array.**



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CORNWALL Units 2 & 3, Cligga Industrial Estate, Perranporth, Cornwall TR6 OEB
WALES Unit 11, Rushacre Enterprise Park, Redstone Road, Narberth SA67 7ET
SCOTLAND Unit 2, Plot 11, Easter Inch Industrial Estate, Bathgate EH48