



Natural Generation
Energy for the future



CHRISTMAS
NEWSLETTER

2020

WELCOME

Well, what a year.

I'm sure that you've heard this sentence over and over again, but it's been such a unprecedented year that it would be almost impossible not to acknowledge the events of the last 12 months.

Pandemic, lockdown, social distancing are all words that last year had very little meaning, but now they ingrained in our minds. Some of us have been inconvenienced by COVID and some of us have had to deal with the ultimate tragedy of losing a loved one. This is the complex scale that has faced us all and left the nation with numb with sense of confusion.

I don't want to dwell on the negative parts of this year at all, but I do want to respectfully shout about the positives: Community, solidarity, the classic, British stiff-upper-lip and most importantly our impact on the planet.

Nothing encapsulated this impact more than the images of the Venice canals running clear and teeming with life and the blue, smog free sky above our cities. Being on lockdown has opened our eyes to the effect our daily lives are having on the environment and this is the positive I would like to acknowledge.

As a business owner in the renewable energy sector, these examples of our impact on the environment has reaffirmed my passion for renewable energy. It's never been more important for us to do everything as efficiently as possible.

We are always striving to be the very best at everything we do. This attitude is reflected in every member of the Natural Generation team, so you can rest assured that you, our customers are at the heart of everything we do.

I would like to wish you all a Merry Christmas and a prosperous new year on behalf of all of us at Natural Generation.

Stay safe,

Ivor

REGIONAL NEWS



The last quarter has been busy for all of us at Natural Generation, working around the second lockdown has had its challenges, but everyone has stepped up and kept the business going around the UK and Islands.

Both Bathgate (Scotland) and Perranporth (Cornwall) workshops have been non-stop with major works and upgrades, completing our 45th Gale Force Designs bedplate upgrade in total. Our new premisses in Bathgate is now fully up and running and the whole team are full steam ahead with a packed schedule of works. The last piece of the puzzle will be to recruit an Inventory Controller and the Bathgate team will be complete.

There has been a huge amount of productivity in every region in the last few months, with everyone field and office based flat-out, organising, planning and executing scheduled and reactive work.

We've also seen a number of new faces join the Natural Generation team in every department and location in the UK. This is a real positive for the company, taking on new team members and growing our knowledge and skill sets to benefit our customers.



NEWS

GO-EV Isles of Scilly

Natural Generation has always strived to be at the forefront of new ideas and innovations in the renewable energy sector. The latest green energy push has come from the automotive industry and electric cars are slowly but surely becoming the future. With this, comes the huge task of installing the infrastructure to support this electric car boom.

We are so proud to announce that Natural Generation have been appointed as the official installers of the GO-EV project on the Isle of Scilly. We will be solely responsible for designing and installing the charging points on the islands and coordinating all works. We will be installing 28 charging points across the islands and a 40kW Solar installation to power the technology. The project is underway and is due to be complete in March 2021.



ALoMCP- G59 Upgrade

Since August 2019 we have been upgrading as many of our customers G59 relays on Wind Turbines and Solar PV installations as possible. When the National Grid announced that the current relays were too sensitive and needed to be upgraded, we took it upon ourselves to proactively contact our customers to help them understand the need for the upgrade.

We are still actively organising and installing the systems, our team of technicians and electricians can upgrade your relay quickly and efficiently with very little downtime to your equipment. Don't worry if you still haven't had the upgrade, the funding is still available.

If you would like to find out more information or have any questions please give our customer service team a call.



NEWS



Full Stocked for 2021

With a busy year on the horizon our procurement team have been working harder than usual to make sure that all of our bases across the UK are fully stocked with parts and tools. Renewable energy is a very niche industry, this means certain parts from certain manufacturers can take up to 6 months to be delivered.

With our customers in mind we have invested heavily to make sure we can be as reactive and reliable as possible with all of our commonly used parts in stock. With our current stock holding approaching £1.5 million, you can rely on us to keep your turbine available to generate.



Perranporth overflow stock warehouse

HEALTH & SAFETY

Quite often there is a collective groan and numerous eye-rolls when anyone mentions the words 'Health & Safety'. We often hear the words 'it's health and safety gone mad' and 'just use your common sense'. It isn't until there has been an incident that people really start to pay attention. Health & Safety is often dismissed as a luxury, but it is integral in everything we do at Natural Generation.

The safety of our team and customers is our number one priority and we continually review our Health and Safety policies and procedures to maintain World Class Status working closely with the HSE.

We have taken a non-comprisable approach to our training and the development and implementation of our Safety Management Systems and as a responsible employer, it is our duty to create and maintain a safe working environment; and for our contractors to co-operate with us to meet our legal obligations.

We employ a full time Rescue Trainer to implement all relevant training to our technicians supported by our health and safety management team who continuously liaise with the HSE to create the safest working environment.

It is essential our field and workshop technicians' equipment, tools and safety apparel are maintained to the highest standard. We undertake daily visual inspections coupled with Statutory Inspections. A multi-point, ground safety check is undertaken before our technicians begin any climb or works on a wind turbine. Our safety control measures are there not only to maintain compliance but more importantly, to keep our teams and customers safe.



As a landowner who owns a wind turbine you have legal duties to protect anyone entering your land to repair or service your turbine. This duty of care extends to safety of our technicians as your turbine must be maintained and safe to climb. This can often be a confusing and time consuming process, but by having your operations and maintenance contract with Natural Generation you are protected, with your due diligence we shoulder the responsibility.

Our strict protocols protect our team, customers and general public from injury and to protect our customer's legal obligations.

All of these attributes are included in all of our O&M contracts. Our duty of care keeps you and our team safe while keeping your turbine running. We follow all guidelines to excess to ensure the highest standards of health and safety in our procedures and equipment.

You can rely on us to protect you.

CASE STUDY

SHIREBROOK

ACADEMY



Shirebrook Academy in Mansfield which is part of Aston Community Education Trust decided to invest in their pupils' future by totally rebuilding their renewable energy system. They opted for a full refurbishment package of their Endurance E3120 wind turbine which generates power to offset the school's energy consumption.

In early 2020 Natural Generation were chosen to conduct an onsite inspection. It was determined that the bedplate was cracked and needed replacing. Natural Generation were then selected to undertake the E3120 refurbishment and subsequently became their O&M provider.

The whole nacelle was shipped to our workshop where the installation of the Gale Force Design bedplate upgrade began. Once the job was complete along with a shaft upgrade and a full multi-point health check, the turbine was ready to be reinstalled at Shirebrook Academy.

Once installed, the turbine was up and running in no time and the school's consumption was being offset by green energy once again. The next generation of young minds can rest assured that their school is being powered by renewable energy and that Natural Generation are remotely monitoring their turbine 24 hours a day to keep the classrooms powered.



CASE STUDY

SHIREBROOK

ACADEMY



We spoke with Andy Watson, Premises Manager at Shirebrook Academy.

What was the deciding factor for you choose Nat Gen to undertake the E3120 rebuild?

Having carried out numerous condition reports and surveys it was extremely apparent that the E3120 located at our Shirebrook Academy had key structural issues that needed urgently addressing to continue with safe generation. Having reviewed possible contractors to carry out the significant repairs and upgrades, it was clear to the Trust that Natural Generation not only had the detailed bespoke product knowledge of the E3120, but also had the in house skills and resources to not only complete the identified faults, but they were also able to suggest key upgrades to the turbine to address known wear and failure points. They have a large number of E3120 turbines operating within their asset base which has enabled Natural Generation to build a wide unique portfolio of suggested upgrades to address known failure and design flaws within the machine. These upgrades incorporated in the rebuild will not only give the Trust an extension to the efficient operational period of the E3120 but most importantly they will give peace of mind that the turbine has been returned to better than original specification and is operating safely.

What impressed you the most about how we work?

The engineering team, site technicians and customer service team gave clear information and fixed time frames to safely and methodically strip the turbine, take it to their premises, repair/upgrade it and then return the turbine to site and reassemble it. Throughout the refurbishment regular and detailed information was supplied on all aspects of the work being undertaken with regular cost breakdowns to allow informed decisions to be taken by the Trust with regard to the repair.

How important is renewable energy to Shirebrook Academy?

It is no longer a debate regarding what level of negative impact climate change is to have on our current generations and generations moving forward. Renewable energy and how we deliver that energy is vital and utmost on the Trust and Shirebrook Academy's agenda. It is therefore key to see the E3120 working at its highest possible potential. The generation/administrative software installed as part of the rebuild, provides clear data and updates to enable staff, students and stakeholders alike to keep track on their academies contribution to support the renewable challenge.



MEET OUR TEAM

Every company has that one employee who has been there from the very beginning. They are the go-to person for almost every question, and there is very little that they don't know. They can recall the most obscure details of the business from years past and often become the linchpin of the internal workings. Natural Generation has such an employee, our Office Manager Laura Fielding.



Can you describe a typical day a work? Multi-tasking! My most important job is invoicing our customers and doing the banking. In between that I'm booking vans in to garages, hiring vehicles, booking accommodation, ordering uniform, booking interviews, inducting new starters, setting up phones, logging holidays, training and sickness and of course dropping all of that to answer the phone.

How much has the company changed since the beginning? We've gone from 3 to 80 members of staff - from installing small scale wind turbines and solar thermal systems for the pioneers who were willing to invest in renewable energy with no grants or tariffs – to heat pumps and biomass across the Devon and Cornwall – to providing O&M services for over 500 wind turbines and solar farms across the UK.

What made you want to work in renewable energy? It happened by chance but it feels the right industry to be working in – for the good of the planet and because it's a growing industry.

What has been the biggest challenge that you have faced at Natural Generation? The point at which we moved from St Agnes when the company was undergoing massive growth. Ivor was taking over the reins from Mike and we were both on a steep learning curve about running a rapidly-expanding business, having to adapt to whatever the Government threw at the industry. We called it 'pin-ball renewables'!

What do you wish more people knew about Nat Gen? I suppose its humble beginnings and the reasons Mike started the company. We only had 3 employees (including myself), a tiny premises in St Agnes and no forklift.

What's been your favourite project so far? Hard to single any one thing but dealing with happy customers is always a pleasure. Installing new turbines was always great to be part of, building clean energy sources for our customers was great feeling.

What does the future hold for you at Nat Gen? Whatever it throws at me, as ever!

MEET OUR TEAM

Starting from the bottom and working upwards can sometimes seem daunting. But for those who have risen through the ranks to management their knowledge and skill are invaluable to any business. Our Works Manager Gary Campbell has taken this path.....

How does a typical day start for you?

Most days start with a phone call from one of the techs, then I take the kids to school and get to the office around 7:30 to get everything set for the days works.

Can you give us a brief overview of your role?

My main role is to coordinate all parties involved in the days schedule and plan and manage everyone involved. I make sure our customer service team and field techs have everything they need for the day ahead. This includes planning routes, inventories, liaising with customers and making sure the right techs are working on the right jobs. I also manage any out-sourced works like crane hire and make sure everyone is working together like one big happy family. Scheduling all of this together takes up a big part of my day.

Why is your role so vital?

I would say the most vital part of my role is to organise the teams to be as efficient as possible. Making sure the right teams are at the right jobs with the right tools and parts. Organising jobs in a productive order to reduce mileage is also vital for the company and customers.

What was your first day as a technician like?

On my first day I went to site with Nick Barrell and Chris Dunford to fix a P35 turbine. We basically had a box of bits that we needed to rebuild into a turbine. We weren't entirely sure how it went together as it was taken down so long ago, it was great fun though.

Tell us something about your role that people don't know?

I try to be as open as I can with everyone and let everyone know what I'm doing, but I suppose people probably don't know how much time I spend on Google maps planning everyone's travel.

What's your favourite part of your job?

I really enjoy watching our new techs develop. We recruit from all different backgrounds and it's a proud moment for me when I see them become accomplished technicians.

What's the most interesting part of your role?

There's never a dull moment, there's always something happening. No matter how well things are planned there will always be a problem to solve.



CONTRACT OPTIONS

With Brexit on the horizon there's certainly going to be a busy start to the year, so organising your Operation & Maintenance should be the last thing on your mind. With our fully comprehensive range of contracts to suit all your needs, including our 24 hour monitoring service, you can rest assured that your turbine is one less thing to worry about.

Our team are on hand to discuss your renewal or new contract and are happy to advise you on the best plan to suit your needs and your turbine. Even if we didn't initially install your wind turbine we are still to provide O&M cover. Giving you access to all of our knowledge and services.

If you are nearing your renewal date and are considering a change, call us to discuss our options available.

With enormous focus on renewable and clean energy at the moment, it's never been more important to keep your wind turbine as efficient as possible, we are committed to working with you to achieve this. Our O&M contracts are each tailored to suit all of your needs. We offer regular servicing, along with unscheduled repairs and maintenance. Our skilled workshop engineers and field technicians are highly experienced in a number of wind turbine makes. All of this knowledge is available to you as part of your contract cover.

As part of our O&M contracts we offer our unique 24 hour monitoring service. We proactively monitor all the turbines in our portfolio to make sure they are running at optimum levels. We can instantly diagnose an issue and remotely rectify 85% of all faults, hugely reducing downtime (at any time of day). Our technicians and engineers are supported by our 6 strong customer service team who are on hand to speak with you if you have any concerns about your turbine.

Give us a call today to discuss your renewal or new contract.

01872 571700

NORTHERN POWER SYSTEMS Contract Options				
	Bronze	Gold	Platinum	
Online Monitoring and Reporting Platform Customer access to online monitoring platform and fault notification reporting.	✓	✓	✓	
24/7, 365 days a year Remote Monitoring A dedicated team of wind monitoring technicians are now observing your turbine around the clock. 24/7 365 days a year. Remote fault diagnostics and resolution where possible.	✓	✓	✓	
Emergency Telephone and E-mail Support Available 24/7, 365 days a year.	✓	✓	✓	
Preventative Maintenance Servicing as per manufacturer's service sheet including service kit and consumables.	✓	✓	✓	
Reactive Labour Labour for all reactive on-site works relating to issues affecting generation (excluding specialist subcontracted works).	✓	✓	✓	
Reactive Parts Parts for reactive on-site works relating to issues affecting generation (excluding Generator, Tower, Blades, Rotor and Foundation) are included in the annual fee.	✓	✓	✓	
Availability 95% Availability Guarantee.	✓	✓	✓	

ENDURANCE WIND POWER E3120 Contract Options				
	Bronze	Bronze+	Gold	Platinum
Preventative Maintenance Servicing as per manufacturer's service sheet including service kit and consumables.	every 5000 rotational hours	every 6 months	every 6 months	every 6 months
24/7, 365 days a year Remote Monitoring A dedicated team of wind monitoring technicians will observe your turbine around the clock. 24/7 365 days a year. Remote fault diagnostics and resolution where possible.	✓	✓	✓	✓
Emergency Telephone and E-mail Support Available 24/7, 365 days a year.	✓	✓	✓	✓
Online Monitoring and Reporting Platform Customer access to online monitoring platform and fault notification reporting.	✓	✓	✓	✓
Reactive Labour Labour for all reactive on-site works relating to issues affecting generation (excluding specialist subcontracted works).			✓	✓
Condition Monitoring Specialist hardware installed in your turbine, providing early warning of irregularities to help avoid major incidents.				✓
Reactive Parts* Parts for reactive on-site works relating to issues affecting generation.				✓
Availability 95% Availability Guarantee.				✓

OPEN DAYS 2021



We were saddened to have to cancel all of our events this year, but obviously this decision was out of our hands and in the best interests of everyone.

As we navigate into the new year we are starting to make tentative plans to hold a number of open days. We would relish the opportunity to welcome you back to offices and workshops to once again showcase everything that we do. Our main priority will be to keep you and our team safe.

We are hoping to host events in at our main bases in Perranporth (Cornwall) and Bathgate (Scotland) depending on Government guidelines.

Our aim will be to show you what Natural Generation is all about. Hopefully there will be tours of our offices, demonstrations in the workshops, talks and Q&A sessions from our technicians and a chance to get to know our team. However, if you would prefer that we came to you, we will be happy to arrange a visit.

We always have and always will be a people orientated business. COVID has kept us all at a distance and we want to reconnect with you, our customers.

We will be in touch soon.





RECOMMEND A FRIEND

Recommend a friend and get

£500^{OFF}

12 months 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 Solar installation, then send them our way for a £500 discount off their next annual invoice. When they sign up we'll reward you with the same discount!

PHOTO

COMPETITION

Win a
£50

M&S 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 a customer of their
turbine or solar array.

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



GET IN

TOUCH



Natural Generation
Energy for the future



CORNWALL

Units 2 & 3, Cligga Industrial Estate, Perranporth,
Cornwall TR6 0EB

WALES

Unit 11, Rushacre Enterprise Park, Redstone Road,
Narberth SA67 7ET

SCOTLAND

Unit 2, Plot 11, Easter Inch Industrial Estate, Bathgate,
EH48 2FH

01872 571700

info@naturalgen.co.uk | www.naturalgen.co.uk



Merry Christmas

From everyone at Natural Generation!



Natural Generation
Energy for the future