

Luftpost

Newsletter Deutsche Windtechnik

Onshore service update 2015

European Service Market

SDL conversion according to plan



DEUTSCHE WINDTECHNIK 2016: across Europe with 180 active service teams.

PASSION FOR SERVICE WITHOUT DISAPPOINTMENT

OUR ONSHORE SERVICE UPDATE 2015

The service business for wind turbines is stable - procuring services in Germany mean being able to count on qualified maintenance. This is good news for all operators. What was the key moment for Deutsche Windtechnik in 2015?

"In Germany we now have a very heterogeneous customer structure, more so than ever before: individual operators, operating consortiums, institutional investors and energy providers all have different expectations, which doesn't make things any easier", says Matthias Brandt, Director Deutsche Windtechnik. "Our positive results in 2015 show us, however: that we have risen well to this challenge as a mid-size company. We offer every operator a product tailored to their needs."

CONTRACT PREFERENCE IN 2015?

Full-service contracts remain popular in Germany - Deutsche Windtechnik's contract figures at the end of 2015 shows. Lars Behrends, CEO international of Deutsche Windtechnik Service: "2015 saw the preference for full-

service contracts, especially in the multi-MW classes continue, we experienced a 30% rise in this contract class on the previous year. Those looking for planning security and responsibility delegation are more than

"ISP is the international service alternative to manufacturers"

satisfied with a full-service contract!" Nevertheless, basic servicing is still sought after: at the end of 2015, of 2,600 wind turbines two-thirds were maintained under the basic maintenance package and about one-third were serviced according to full-service criteria.

AMBASSADOR FOR SERVICE QUALITY FROM ONE SOURCE

2015 is also the year in which Deutsche Windtechnik introduced large, active operators across Europe to the benefits of qualitative high-quality ISP service (ISP = Independent Service Provider). The design

CURRENT

SERVICE START FOR NORDEX N117

Deutsche Windtechnik X-Service has completed its entry into N117 turbine technology: the service specialists are now servicing three Nordex type N117 turbines (2.4 MW) with the X-Focus technology for our customer Planet Energy GmbH (Greenpeace).

SPAIN: GPS BECOMES DEUTSCHE WINDTECHNIK

Since the beginning of March, Deutsche Windtechnik's Spanish subsidiary GPS (General Power Services S.L.) has been trading as Deutsche Windtechnik (S.L.). The name change reflects the strategic approach to offer a European service from one source. The company has been a 100% part of the Group since November 2014.

JOBS WITH AN ELEMENT OF ADVENTURE

230 new colleagues started working for Deutsche Windtechnik in 2015 and we are still looking: more than 40 different open positions have been published.

Info: www.deutsche-windtechnik.com/career.html

INTERVIEW

EDITORIAL



How do you become a service fan?

Maintenance was, is and remains extremely fascinating. It can be enthralling, even if at first it doesn't seem so. We are convinced of this, as we experience it on a daily basis in our work on the wind turbines, in our cooperation with our customers and in discussions with colleagues.

We would like to share these experiences with you further: delve into our service world and find out about current service topics every quarter in this newly designed luftpost newsletter.

In this issue we are reporting on the European service market from an ISP perspective. We could fill books with the experiences we have gathered in 2015 - we have taken it upon ourselves to highlight the most interesting for you. But find out for yourself.

I would be very pleased to welcome you as a new fan of wind turbine maintenance.


Yours, Matthias Brandt
Board Deutsche Windtechnik AG

EUROPEAN SERVICE MEANS "THINKING DIFFERENTLY"

A PROGRESS REPORT ABOUT THE ENTRY INTO EUROPEAN MARKETS

Deutsche Windtechnik has been active in the European service market since 2012. Entry into foreign markets shows that there is no one-size-fits-all concept. If you want to operate internationally, you must adapt to the specific customer requirements and market conditions. Melf Lorenzen, Country Manager Spain, talks about his experiences:



MELF LORENZEN, works passionately for Southern European service

Germany, Spain and the UK are considered to be the leading wind industry markets in Europe. How do they differ?

The operator structure, remuneration models and infrastructure in particular are vastly different. Germany is considered to be 'exotic' when compared internationally owing to its large number of small wind parks and highly diversified operator structure. Spain looks quite different, for example: mainly large wind parks, a highly concentrated operator structure and few wind park capacity extensions highlights the completely different market situation there. Countries like Great Britain are somewhere in the middle.

What were the challenges you faced when entering other European markets?

Using the German service model as a basis, we had to realise that other European markets had divergent structures and divergent expectations on the part of the operators when it comes to maintenance. Interpreting these correctly and finding the ideal maintenance strategy is vital.

Which country-specifics shaped the entry into the Spanish market?

The Spanish market has been defined by its capacity since 2011 and is highly competitive. The ideal strategy for us was to acquire GPS, an established company there. We have regional staff with excellent qualifications at work, who are accustomed to

“Germany is exotic by European comparison”

the national circumstances and service models there.

In which countries do you currently see potential to expand your business?

We are striving to expand our activities in those countries where we are already active. Currently the Benelux countries and France are our main focal points, where we have already established regional subsidiaries.

You can find the complete interview at www.deutsche-windtechnik.com/in-focus.html

FROM PAGE 01

and performance of the ISP as an alternative to manufacturers' service is finding increasing favour, also internationally. While Great Britain, the Netherlands and Denmark are establishing new units for this, more than 100 wind turbine full-service contracts have been concluded in Spain and Great Britain.

GROWTH WITH THE X-FACTOR

Since 2015, Deutsche Windtechnik has no longer been solely a service provider for Vestas, NEG Micon and Siemens/AN Bonus. The acquisition of sebaWIND Service (now called Deutsche Windtechnik X-Service) has

expanded its servicing portfolio to include those from Nordex, Senvion and Fuhrlander. "Our technological expertise, financial potential, as well as our procurement, remote data monitoring, SCADA and contract management departments have benefitted from these newly created synergies. We take advantage of them where it makes sense, but retain a certain degree of independence in the Service and X-Service units", says Brandt.

THE PRICE IS RIGHT

"2015 was the year of the price war", says Lars Behrends. Turbine manufacturers with

ISP struggled in a highly price sensitive competitive market for customers last year more than in the years previously. "This fierce competition wouldn't exist if it weren't for independent providers," says Chairman Matthias Brandt. "The customer must keep an eye on what they are actually getting from their contract, which seemed the best at first glance. The need to keep turbines turning constantly and profitably is justified, but it does come at a price", says Brandt. This is also part of the 2015 service update - and allows us to look forward positively to 2016.

TECHNOLOGY

SDL CONVERSION ACCORDING TO PLAN

EUROWIND ENERGY A/S ALSO ACHIEVES POSITIVE RESULTS

Deutsche Windtechnik has to date carried out converter and automatic control technology upgrades on 368 wind turbines to make them SDL (system service) compliant. 148 of them in 2015 (69 x NM82, 39 x V80/90, 31 x MD70/77 from Nordex, Senvion, Fuhrlander as well as 9 x FL2500). This measure not only stabilises the German power grid: operators receive a SDL bonus for the feed-in tariff over five years if the upgrade is completed by the end of 2015.

Eurowind Energy A/S benefits from the SDL upgrade at the Stüdenitz wind park with

24 NM82 turbines: "Deutsche Windtechnik provided turbine-specific experience for the SDL upgrade and a perfect complete package: components, implementation and certification. Everything was carried out on time and proactively. Last but not least, the cooperation was based on friendliness and flexibility", says Niki Kragelund, Project Manager responsible at Eurowind Energy A/S.

There is also still the opportunity to upgrade, however the SDL bonus programme is now no longer valid.

PERSONNEL

NEW MANAGING DIRECTOR IN GREAT BRITAIN

Billy Stevenson will join Deutsche Windtechnik Ltd. from March as Managing Director for Great Britain. The 52-year old already has



BILLY STEVENSON, the new head of the British branch

relevant experience in the British service sector. In recent years he built up the service network of Enercon UK as its Managing Director.

Billy has two sons and is looking forward to new challenges in the British service area, which is mainly dominated by manufacturers.

PARTNER

PARK COMMUNICATIONS WITH PERLE SYSTEMS

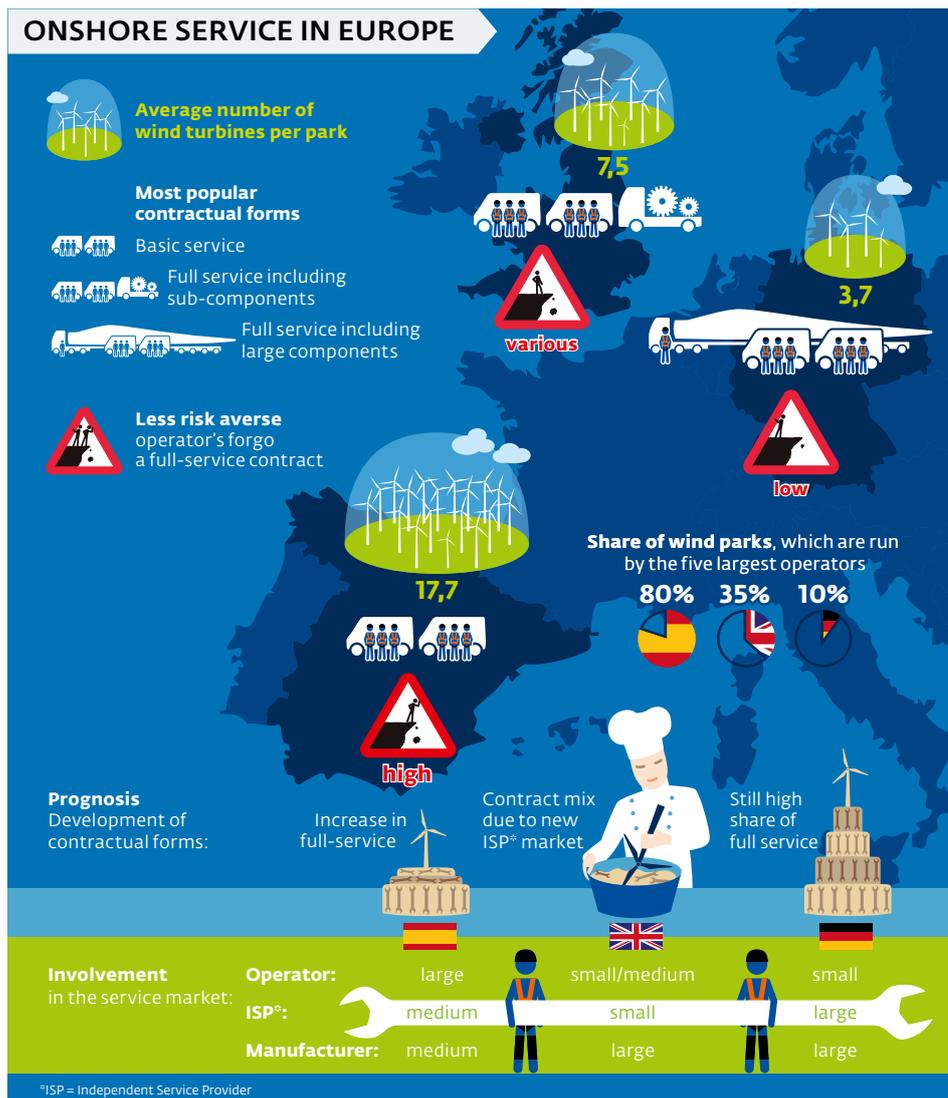
Last year in a wind park near Bremen, a large number of connection interruptions to the wind turbines occurred within the Turbine Area Network (TAN).

The turbines were connected by outdated LWL systems, which enabled centralised wind park management. "We could quickly identify temperature fluctuations in the turbine as being responsible for the disruptions," reports Andreas Körner, SCADA Administrator for Deutsche Windtechnik Service. Until then, commercial products had been fitted, which under extreme temperatures had led in some cases to complete failures in the park communication.

"We needed electronic components, that operate reliably even under extreme temperatures," explains Andreas Körner. He found what he needed at Perle Systems GmbH. "We have a long-standing professional relationship with Perle for innovative solutions to achieve improved park communication. The support and quality of the products are very good", says Andreas Körner.

Once the components had been replaced, the park communication operated reliably once again. A partnership with a future.

www.perle.com



SERVICE STRUCTURE AND CONTRACT TRENDS IN DETAIL: Estimates based on experiences and associated statistics taking Germany, Spain and Great Britain as examples. (Source: Deutsche Windtechnik 2016)

SECOND GLANCE

"NO TWO DAYS ARE THE SAME"

Anna Cofta has been Commercial Manager at Deutsche Windtechnik Ltd. in Edinburgh since August 2015. The 31-year old Pole takes care of tenders and potential new projects for the British office. Customer satisfaction and adherence to contractual regulations are two of the main aspects of Anna's job.

What is so exciting about your job?

No two days are the same. Many tasks require me to travel, and range from support duties in sales to conference attendances. The things I enjoy the most about my job are the people that I work with each day and the fact that I work in the wind energy department. I have the privilege of working with people who inspire me and from whom I can learn something - be they an apprentice or a managing director. This gives me a better understanding of the business and of my favourite topic, wind energy.

What did you do before joining Deutsche Windtechnik?

I had a number of office jobs and worked for several years as a chartered accountant.

Right before I worked for Deutsche Windtechnik, I worked as a Commercial Manager at a Vattenfall offshore park in Great Britain.



ANNA COFTA, one of 28 staff at Deutsche Windtechnik Ltd. in Great Britain

How important are renewable energies for you?

Very important. Although I've only been working in the renewable energies industry for five years, it has had a huge impact on my life. I've moved halfway across the country twice for it, and I met my partner who works for an offshore park. Even my nephew is crazy about wind turbines.

OFFSHORE SERVICE

OFFSHORE SUBSTATION: COORDINATION IS KEY

Once a year, every offshore wind farm stands idle for five to ten days. This is the time in which the grid operator switches off the HVDC (high voltage direct current) substation for maintenance purposes. But this period of time need not be for nothing: with technicians trained in a range of disciplines and a new modular system, Deutsche Windtechnik Offshore und Consulting is ready to make the most of this phase for necessary service work on the primary energy system.

Maintenance work on the OSS (offshore substation) involves a wide range of different operations: from delicate work such as servicing mechanical locks to robust cleaning work. Coordination is everything when it comes to providing full-service maintenance of all OSS components in a short period of time and avoiding idle periods.

For further information, please contact us at: info-dwtoc@deutsche-windtechnik.com

ON THE RADAR

HANOVER TRADE FAIR 2016
25TH - 29TH APRIL 2016 | HANOVER
www.hannovermesse.de

WINDFORCE CONFERENCE 2016 
7TH - 9TH JUNE 2016 | BREMEN
www.windforce.info/windforce2016

SPANISH WIND POWER CONGRESS 2016
7TH - 8TH JUNE 2016 | MADRID
www.aeolica.org/en/ae-acts-publishes/ae-events

8TH WINDENERGIE NRW CONFERENCE
14TH - 15TH JUNE 2016 | DUSSELDORF
www.nrw-windenergie.de

GLOBAL OFFSHORE WIND 2016
21ST - 22ND JUNE 2016 | MANCHESTER
www.renewableuk.com/en/events/conferences-and-exhibitions/global-offshore-wind-2016

SPOTLIGHT

SECOND PLACE IN THE RENEWABLE UK ENERGY HEALTH AND SAFETY AWARDS 2016

At the end of January, Deutsche Windtechnik Ltd. was awarded second place in this year's "RenewableUK Energy Health and Safety Awards". The award is in recognition of the in-house developed NCCAPA (Non Conformity, Corrective Action, Preventive Action) App. "This reporting tool enables technicians to identify deviations at the operating site before they potentially develop into hazards. Thanks to the NCCAPA App, we can take corrective and preventative action and reduce risks", says Steven King, QHSE (Quality, Health, Safety and Environment) Officer at Deutsche Windtechnik Ltd.

CHANGING FACE OF THE SERVICE MARKET

Who would have thought: manufacturers are looking for ISP so they can benefit from their technical expertise. High praise indeed for independent providers. They have been creating competition for the benefit of operators for years. It remains to be seen whether this shift in market share will lead to less competition. What is exciting is whether the market consolidation will open up a greater transfer of expertise in new turbine technology.

DISCLAIMER

PUBLISHER Deutsche Windtechnik AG, Corporate Communications, Stephanitorsbollwerk 1 (Haus LEE), 28217 Bremen, Germany | **CONTACT** E-Mail: info@deutsche-windtechnik.com Tel: + 49 (0) 421-69 105-0, Fax: -299, www.deutsche-windtechnik.com | **EDITORIAL STAFF** Ole Becker, Matthias Brandt, Katrin Kasche, Karola Kletzsch (Deutsche Windtechnik AG) **DESIGN** axel boesten plus x - corporate design und fotografie (www.axel-boesten-plus-x.de) | **PICTURE CREDITS** Illustration: Annette Günzel | **PRINTING** Druckhaus Sued, Cologne *luftpost* is available as a download from www.deutsche-windtechnik.com/newsletter.html