



Score **Energy Limited**

Intelligent Gas Turbine Solutions™

www.score-energy.com

Gas Turbine and Accessories Specialist Newsletter

Issue 2 July 2015



About Score Energy

Score Energy was established over 20 years ago as an independent supplier of aero derivative gas turbine services. Since then they have built an award winning and customer focused Gas Turbine business based on technical expertise, and exceptional customer relationships and support.

With over 120 employees strategically placed at their worldwide service network they specialise in overhaul, repair, upgrade, modification, testing, supply and leasing of gas turbines, fuel systems and accessories 24 hours a day, 365 days a year.



Hugh Irvine - Managing Director

After the highs for Scotland in 2014, with event such as the Ryder cup, homecoming Scotland and the Commonwealth Games, the start to 2015 has not been what any of the Oil, Gas and Energy business communities had hoped for.

A low oil price affects us all, whether it is in business or in our personal lives, and whilst Oil supply still out strips demand there doesn't appear to be a near-term solution. To add to the market changes a number of gas turbine companies are consolidating their businesses in the form of mergers, takeovers and acquisitions. With that in mind it's key that our employees and customers see stability from us whilst the World around is trying to understand what fewer suppliers and a lower than historical Oil price means.



To maintain our position as the no.1 gas turbine support company we mentioned the 2015 investment programme was underway in our last newsletter, and as it continues to be rolled out I'm delighted to say Score Energy is in a great place. We continue to invest in our employees and the technology needed for the future, to ensure our loyal customers know we are here for them for the long-term.

The Houston facility is going from strength to strength as our expanded America's operations see new and existing customers looking for local World class OEM approved support for their gas turbine operations. This is a similar picture across all Score Energy operations, business is growing as we build upon a successful 2014. We are thankful for this growth which is partly down to the close working partnerships we have across our OEM partners such as GE, AAT, Parker, Woodward, Arkwin, TDI, Honeywell and Titeflex, along with the dedication, expertise and class leading customer support provided by our team globally.

Thanks for taking the time to read the newsletter, we hope that the features in this issue will be of interest and value to you our customers, and we look forward to any feedback which you may have.

Thank-you for your valued custom so far in 2015, and we look forward to continuing our support of you throughout the year, Hugh Irvine.

Score Promotes Engineering as a Career Choice

Score Energy persistently contributes to the education of young people. With so many options open to children and young adults, Score Energy takes every opportunity to encourage and educate youngsters in the advantages of engineering.

Recently, the team held an event to promote engineering as a career choice for local youngsters. The local Sea Cadets were invited along to see the award-winning facilities in action while also giving them an opportunity to ask as many questions about a career in engineering, to people who know more about it than most – Score Energy's own apprentice engineers.

The group were then shown an RB211 on test in Score's state-of-the-art test cell. The event was an enormous success and the Sea Cadets were intrigued, interested and participated well in each aspect of the tour.

Score is committed to educating young people within the industry, not only by holding frequent events that support the local community but also through its apprenticeship schemes. The company takes on an average of 50-70 apprentices a year which educates the candidates through theoretical programmes, formal qualifications and also practical experience.



Score Energy Hosts Turbotech Training Day with TDI Tech Development

During May, Score Energy hosted a three day Gas Turbine Starter Training School at its Peterhead facility in Scotland. The Training School was run by the company's OEM partner, TDI Tech Development (a GE owned company), with the main focus being on new TDI products, including the full range of Air Starters.

Score Energy is a distributor and authorised repair and retrofit centre for TDI's full range of industrial gas turbine starter products. Drawing on its extensive research and development capabilities within the aerospace industry, TDI has created a range of industrial turbine starters, which are easily retrofitted, use fewer moving parts, extending term reliability and providing greater cost efficiency over the life of the gas turbine.

The TurboTech event was a great chance for people from across Europe to see Score Energy's award-winning training facilities, share knowledge and learn about new products and services, it was an incredibly successful few days.



Fun Facts: The aircraft at the entrance to Score Energy is an English Electric Lightning XR749. It flew using two Rolls Royce Avon engines mounted in parallel. XR749 was an exceptional example of the Lightning and in 1984, Flt Lt Mike Hale intercepted a foreign spy plane over British Airspace at a height which they had previously considered safe from interception. Records show that Hale climbed to 88,000ft. XR749 also participated in time-to-height and acceleration trials against F-104 Starfighters from Aalborg. It was reported that the Lightning won all races easily with the exception of the low level supersonic acceleration, which was a "dead heat".

American Growth for Score Energy



Daniel Fernandez



Alvaro Ruiz

Score Energy has clients across the globe, however with its growing client base in the Americas and the expansion of its agreement with AAT (a GE and Parker joint venture), it made sense to open a Houston facility, so in January this year the team took on the challenge.

Six months on the base has been a huge success, so much so that they have increased their operations/workshop team by six, and added to their commercial team with two new members. The two key appointments will support with the company's global growth. Daniel Fernandez is the Sales Manager responsible for the retention and expansion of the firm's current client base in South America, while Alvaro Ruiz joined the 120 strong global team as Sales Manager for North America to increase sales on the Eastern seaboard.

Daniel said: "Joining Score is a great opportunity for me to work with a globally renowned service company. It has a great reputation within the industry and I look forward to joining and contributing to its success."

Both men have backgrounds in engineering and vast experience within sales and business development from their previous roles. They will play a key part in giving Score's clients a local base in America. This will provide the same level of customer support as the Scottish headquarters for the GE, Rolls Royce and Siemens ranges of aero derivative and light industrial gas turbines.

Alvaro said: "It is an exciting time to join Score Energy with its facility opening in Houston and its OEM approvals. I am looking forward to meeting and working with both new and existing clients of the company."

The company also attended OTC Houston in May to increase the overall awareness of Score's presence within America. The exhibition had a record number of attendees and it was a busy week for the Score employees. The team managed to visit many of our existing clients, OEM's and suppliers whilst also making some new contacts.

Fun Facts: According to Google, the energy it takes to conduct 100 searches on its site is equivalent to a 60-watt light bulb burning for 28 minutes.

Score Energy Attended this Year's PowerGen Europe Exhibition

This year Score Energy attended and exhibited at its 13th PowerGen Europe exhibition, which was held in Amsterdam. The show, which saw more than 11,000 attend, took place in June and was a huge success for the customer focused firm.

"At the event we had sales team from our European and Middle-East bases discussing our unique product suite, offering advice, solutions and services to anyone who asked."

"At Score Energy we often visit or exhibit at well-known industry events, as we see real potential and scope. Like with Offshore Technology Conference, and WTUI (the world's largest dedicated GE LM exhibition) prior to that, we are always on hand to take feedback, look into new and interesting opportunities but above all provide our clients with best practice services and solutions."



Score Energy, which employs more than 120 people, specialises in the production, maintenance and servicing of aero-derivative gas turbines and fuel systems. In recent months the company has enjoyed significant growth overseas with its new facility opening in Houston and the appointment of two driven sales managers. It hopes to continue this success and further expand its client base across Europe and the globe.

PowerGen Europe is one of the largest annual conferences and exhibitions held in Europe and has been connecting power industry professionals for 23 years. The event was held throughout a three day period from June 9 to 11, 2015, and was held at the Amsterdam RAI in the Netherlands.



Fun Facts: Some of the earliest gas turbine work was performed by Hans von Ohain in Germany during the 1930s. Using hydrogen as fuel which had difficulty with combustion stability, resulting in combustion occurring after the fuel had already passed through the turbine. The higher flame speed of hydrogen gas solved the problem until improved combustors utilising gasoline could be installed.



Score Energy has Huge Success at Annual WTUI Exhibition

In March, key members of Score Energy's operations and sales team attended the 25th inaugural Western Turbines User's Inc Conference, which was held in Long Beach, California.

Not only was the event a great celebration for the event organisers and delegates attending, but also for Score Energy which welcomed a record number of visitors to the stand. The event saw the company discussing some of its exclusive suite of products from OEM partners such as AAT, Parker, Honeywell, Arkwin and Woodward.

Calum Melhuish, Head of Sales and Customer Support at Score Energy, said: "The event in March was a great platform for us to show our clients and OEMs what we do best. We are passionate about our products and services and we hope that we conveyed this throughout our time at WTUI."

"As always, the event was a huge success with people travelling from far and wide to have a look at the latest GE LM gas turbine developments, equipment and service companies. Events like WTUI open doors and conversations for companies like Score Energy, and we have established some solid relationships throughout the world from this year's trip alone. We have an exciting year ahead at Score Energy which we are all looking forward to."



WTUI is a corporation which exists to provide members, like Score Energy, a forum for exchange of technical, operational and maintenance information and experience. With the use of the forum WTUI hopes to improve reliability and economic viability. The organisation exists to help suppliers and OEMs create relationships while also encouraging the sharing of information and expertise on the GE LM range of gas turbines.

Market Leading Gas Test Capabilities



Fun Facts: A "watt" is a unit of power that measures the rate of producing or using energy. The term was named after Scottish

engineer James Watt (1736-1819), who developed an improved steam engine. Watt measured his engine's performance in horsepower. One horsepower equalled 746 watts.

Did you know that the Score Energy headquarters in Peterhead has its own purpose built Gas Flow Stand? The gas stand was designed and built for the purpose of testing Woodward Governor's range of Gas Fuel Control Valves (GFCV's) required for Standard Annular Combustor (SAC) and Dry Low Emissions (DLE) type Gas Turbine Applications. It is the only OEM approved gas flow test facility outside Woodward's own in the U.S.A. for this product.

Score's bespoke workshop offers unique, state of the art testing equipment and repair workspace, comprehensive spares inventory and immediate availability of products for supply and service exchange. The Gas Flow Stand is a four stage pressure reduction skid that uses compressed air to set fixed inlet and differential pressures across the Unit Under Test (UUT) and measures the resulting air flow.

Having this particular piece of technology on site is beneficial for clients as it enables Score to do full performance testing of 'on' and 'off' engine accessories, on top of DLE gas valve profiling and live, online customer witness testing.

Meet Our Team

Fun Facts: World Population is expected to rise from 7.2 billion to 9.7 billion by 2050, they all need Energy!



Name? Finlay McLean Noble

Current Role? Customer Support Team Co-ordinator

Previous roles held in Score? Materials Controller

How long have you been with the company? Since January 2005 although I had a 5 month sabbatical to the Dark Side in 2008!! A decision I regretted almost immediately but was lucky enough to be able to return to Score.

What services do you provide to customers in the region?

Hopefully a trusting and reliable service that will enable us to continue to provide the client with what they want. Keeping our global customers happy is vital to our continued business. We have a good team of people here at Score Energy who are focused in providing first class customer support. It isn't just the overhaul of the parts that is important to the customer; it's the whole package of support. An excellent repair job could be spoiled by a simple mistake on the certification or shipping paperwork which will delay the return. We need to ensure that everything we do for the customer is perfect as it is easy to focus on the error and forget the good work already done.

What aspects of the job do you enjoy most?

The direct contact with the customer. I am old fashioned in respect of communication and while email is vital there is nothing better to gauge the feeling than a proper conversation. It is very satisfying striking up good working relationships with customers and the better the relationship the better it is for the company. It makes you feel that you are contributing positively.

Which is the favourite country you have visited and why?

I've been fortunate enough to visit many countries through working with Score but I have to say my favourite is Italy. I went there with the Boys Brigade in 1982 and have been back many times since with work, football and on holiday. Italians are passionate people none more so than when they are driving!! The food is good and the scenery in some parts is spectacular. Very much like Scotland!!

What advice would you give to one of our apprentices if they wanted to work in your region?

To stick in, work hard and look at the long term picture. There are many examples within Score of how apprentices have gone on to better themselves within the company. The grass is not always greener elsewhere and I for one can vouch for that.

What aspects of the job do you enjoy most?

Satisfaction of being an integral part of the team returning machinery to operations after a planned shutdown or breakdown scenario, by providing onshore support. Secondly meeting our customers and building strong working relationships that lead to further opportunities for the services we provide.

Which is the favourite country you have visited and why?

It's been great to have visited so many countries through my time at Score, and to have met customers that over the years have become friends. However my favourite of all has to be Dubai in the UAE. I spent 2006 to 2008 in Dubai working for Score Energy working onsite in Saudi Arabia, Syria, Qatar and Iran to name a few. This was the time in my career that I learnt a lot about interacting with customers and being the front line contact for the company. Since then I have visited the UAE on family vacation numerous times and the magic never disappears.

What advice would you give to one of our apprentices if they wanted to work in your region?

There aren't many companies in today's market that can give you the opportunities Score Energy can, so my advice would be take every opportunity offered, use the time to learn and grow and over time you will realise the benefits and rewards.



Name? Stephen Smith

Current Role? Business Unit Leader Turbine Support

Previous roles held in Score? Modern Apprentice, Score Energy Field Service Technician and Score Energy Avon Workshop deputy team leader.

How long have you been with the company? Over 9 years in total, how time flies!

What services do you provide to customers in the region?

I'm fortunate enough to lead a highly skilled team who ensure that our customer's Turbine needs and requirements are met and exceeded where possible whilst dealing with Score Energy, this includes the management of our existing contracts, client technical support, customer interface and management of their gas turbines whilst in our workshop, proposal generation for new turbine opportunities and sales support.

Score Energy Event Attendance 2015



Power-Gen Asia
Conference
September 1-3
Bangkok, Thailand



Offshore Energy Exhibition &
Conference
October 13-14
Amsterdam, Netherlands



ADIPEC
November 9-12
Abu Dhabi, UAE



Power-Gen International
December 8-10
Las Vegas
Convention Center

For more information and on these events please email: energycustomersupport@score-group.com or visit:
www.score-energy.com

Let us know if you are attending any of these Events »

Fun Facts: Did you know that to power the floodlights at Wembley stadium for one football match it takes the same amount of electricity as it would to watch 20,936 football matches on TV at home.



Score **Energy Limited**

Intelligent Gas Turbine Solutions™

www.score-energy.com

Here for you, did you know we do this?

GE LM Gas Turbines:

Supply, Inspection, Testing, Repair and Overhaul of Fuel Systems from Fuel Control Valves through to Fuel Nozzles/ Premixers, Accessories and Auxiliaries.

All Completed as per our Unique OEM Approvals.

GE Frame 5 Units:

Inspection, Testing, Repair and Overhaul of Fuel Burners, Accessories and Auxiliaries.

Siemens (Rolls Royce) Avon:

Field Service Supply & Technical Support
Gas Turbine Overhauls & Repairs.
Gas Turbine Performance & Reliability Testing on both Liquid and Gas Fuel.
Turbine Parts supply OEM and Score manufactured components.
Supply, inspection, testing, repair and overhaul of fuel burners, accessories and auxiliaries.
Engineering consultancy & training services

Siemens (Rolls Royce) RB211:

Field Service Supply & Technical Support
Gas Turbine Overhauls & Repairs.
Gas Turbine performance & reliability testing on both Liquid and Gas fuel.
OEM turbine parts supply
Supply, inspection, testing, repair and overhaul of fuel burners, accessories and auxiliaries.
Engineering consultancy & training services

Siemens (Alstom) TB Range:

Field Service Supply & Technical Support
Gas Turbine and Power Turbine Overhauls & Repairs.
Gas Turbine performance & reliability testing on both Liquid and Gas fuel.
OEM Turbine Parts supply
Supply, Inspection, testing, repair and overhaul of Fuel burners, Accessories and Auxiliaries.
Engineering Consultancy & Training Services

Company Headquarters:

Score **Energy Limited**

Ian M. Cheyne Building
Glen Test Facility
Wellbank
Peterhead
Aberdeenshire AB42 3GL
United Kingdom

Tel: + 44 (0) 1779 482 300
Fax: + 44 (0) 1779 482 345
Email: energycustomersupport@score-group.com
Website: www.score-energy.com
www.score-group.com



Part of the
Score Group plc
Group of Companies

