



**CUSTOMER FEEDBACK – Giggleswick School**

10 May 2011

Name	Mr Giles Bowring
Address where the turbine is located	Giggleswick School, Settle
Turbine	E Vance Wind R9000
Why that turbine was chosen	Recommendation
Reason for installing a wind turbine	Evidence of sustainable commitment, plus the financial benefits
When the turbine was installed	February 2011
The best thing about having a turbine	Good PR plus the Feed in Tariff payments
The worst thing	
Tips for those about to embark on the process of installing a wind turbine	The Planning Application takes a long time.
Would you 'do it all again' and install one now, having had the experience?	Yes
What would you do differently?	Nothing, except install a bigger one!
Did everything go smoothly?	By and large, they did, I think there was one day of slippage but that didn't matter.
If not what happened, and how was it resolved?	
Please comment on the Aeolus Power (Wind-Energy) service	Excellent. Christine ( <i>Griffiths</i> ) was always most helpful and available to discuss things on the telephone.
Please mention here anything which you think may be of interest to someone setting out on the road of wind turbine installation.	Keep an eye out for extra costs you might not have thought of or have reliable estimates for – eg groundworks, digging, any work necessary to fulfil planning conditions, planning fees, electrical work not covered by Aeolus.

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	<p>Apparently our electricity supplier has a very long list of Feed in Tariff applications to deal with and you can expect a significant delay before you start to receive them if our experience is anything to go by.</p> <p>Consider site access for all the concrete that has to be poured to make the base – the field our turbine is located in was quite wet when we did the work.</p>
Time from the Aeolus Power (Wind-Energy) Ltd Site Survey to full commissioning	Approximately 2 months.
May we put this feedback on our website?	No objection if I can see it first.