

**CUSTOMER FEEDBACK: St Austell**

Date: January 2012

Name	
Address where the turbine is located	St Austell, Cornwall
Turbine	Endurance Wind Power E-Series – 50kW
Why that turbine was chosen	Best on the market and the right size
Reason for installing a wind turbine	Environmental and financial (an income for the farm)
When the turbine was installed	July 2011
The best thing about having a turbine	Low carbon energy for 40 homes
The worst thing	-
Tips for those about to embark on the process of installing a wind turbine	It's a lot of work - be prepared.
Would you 'do it all again' and install one now, having had the experience?	Yes
What would you do differently?	Nothing
Did everything go smoothly?	Odd glitches with turbine software – resolved. Ofgem very slow. Very hard to co-ordinate relevant players.
If not what happened, and how was it resolved?	
Please comment on the Aeolus Power (Wind-Energy) service	Excellent – rapid response.
Please mention here anything which you think may be of interest to someone setting out on the road of wind turbine installation.	See 'tips' above ( <i>It's a lot of work - be prepared</i> ).
Time from the Aeolus Power (Wind-Energy) Ltd Site Survey to full commissioning	8 months (4 months obtaining planning permission)
May we put this feedback on our website?	Yes, if anonymity retained.

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