

GE Energy

# Operation and Maintenance Power and Utility Services

Recognized Global Expertise from  
People to Performance



## Comprehensive O&M Services: 20 Years of Experience You Can Depend On

GE Energy is one of the world's largest third party providers of plant Operation and Maintenance services, currently with more than 16,000 MW at 60 sites in 17 countries under O&M contract.

Our global resources combined with over 20 years of O&M experience, enable us to provide complete plant services across the turbine island and balance of plant—for both GE and non-GE equipment.

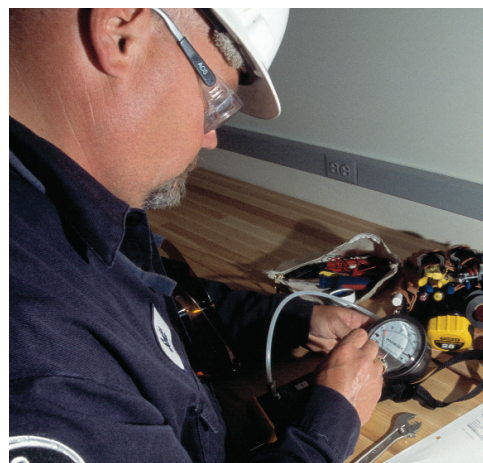
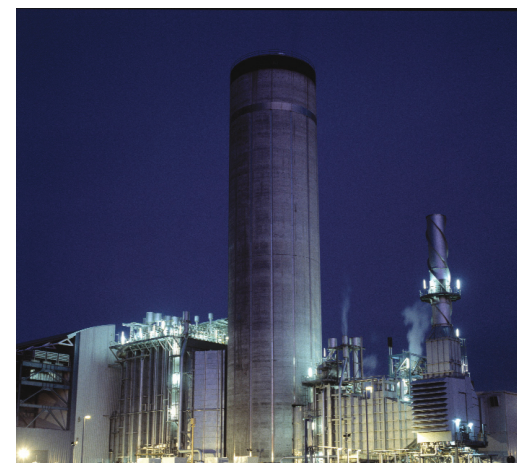
With continuously-evolving new technology, expertise and process improvements, GE Energy applies the latest cost-effective practices to your plant to help ensure optimal economic performance.

### Total Plant Services

GE Energy has the resources and expertise necessary to provide truly comprehensive O&M services.

- GE can implement the latest products and technology leveraging GE fleet operational data and developing technology to provide effective and efficient service.
- Utilizing GE Energy's extensive range of products customers can realize improved plant availability and reliability, providing a competitive advantage, which equates to higher profits and increased asset value.

GE Energy's O&M sites also benefit from our use of extensive remote monitoring and diagnostic equipment, as well as online tools such as PowerSmarts™, and EMAP+ to provide detailed analysis, reporting and predictive data on plant performance.



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## O&M Services Providing Solutions to Meet Your Performance Goals

Our O&M services are guided by the specific needs of the customer. GE Energy works closely with plant developers and owners to identify their goals and create a power plant O&M plan designed to achieve the desired results.

GE Energy's broad range of services include:

- Daily operation and maintenance of the plant
- Complete plant staffing
- Planned and unplanned maintenance services, including parts
- Local and remote monitoring and diagnostics
- Comprehensive training
- Environmental health and safety programs
- Site documentation and procedure development
- Site-specific computerized maintenance management programs
- Switchgear maintenance and management
- Power delivery
- Fuel management

GE Energy O&M major maintenance services optimize outage intervals and schedules, which are backed by performance guarantees to help customers meet their financial expectations.

With the strong financial backing and technical expertise that comes from being a leading supplier of technology, products and services across the energy industry, GE Energy can offer expansive and innovative solutions to our customers—in contrast to the traditional limited scope, cost-plus offerings prevalent in the market place.

### Largest Single Shaft Combined Cycle Unit in the World

Baglan Bay Power Station  
*Wales, United Kingdom*

- Features GE's 50Hz H System
- 480 MW nominal rating
- Operating Since 2002
- Over 2 TW hrs Achieved
- Single Shaft

### Two-time winner of the Thailand Provincial and National Excellence Award for EHS

Tri-Energy, *Thailand*

- 2 GE 9FA Gas Turbines
- Operating Since 1999
- Operating Over 600,000 Accident-Free Man-Hours
- ISO 14001 Certified
- ISO 9001:2000 Certified

### Birchwood Power increases capacity factor 15% in 2004

Birchwood Power, *Virginia, USA*

- GE D5 Steam Turbine Generator
- ABB Pulverized Coal Boiler
- 240 MW

### Application

GE Energy's O&M Services can provide management and operation of:

- Power Plants
  - Gas
  - Steam
  - Combined Cycle
  - Coal
- Oil, Gas, and Industrial Plants
  - Utilities
  - Process Flows

### Features

On-site GE staff to provide total services at the customer's plant, including:

- Day-to-day Operations and Routine Maintenance
- Parts, Tooling and Supplies
- Equipment Service and Repair
- Utilization of local and remote monitoring and diagnostics
- Site Training, Documentation and Procedure Development
- Engineering and Technical Support
- Inventory Management

### Benefits

Our complete O&M Services promote:

- Reliable, Safe and Economic plant operation
- Direct access to GE technical expertise and OEM experience
- Reduced costs through strategic alliance with Global Suppliers
- Flexible Financial Structure
  - Cost Plus
  - Firm Price
  - Performance Based
- Risk mitigation and cost containment
  - Performance Guarantees
  - Unplanned Maintenance Protection
  - Predictive Maintenance Programs

## Committed to Compliance Safety and Quality Assurance Achievements

- 6 Facilities OSHA VPP “Star” Certified
- 3 Facilities awarded UK’s Royal Society for Prevention of Accidents (RoSPA) Award
- US National Safety Council Award
- Chile National Safety Council Award
- 6 facilities ISO 14001 Certified
- ISO 9001:2000 Certified Quality Assurance Program
- 6 facilities ISO 9001:2000 Certified

## World-Class Quality and Safety Programs

**EHS Excellence.** GE Energy follows a rigorous environmental health and safety program that is implemented at every plant where we provide O&M services. We are dedicated to providing a safe and secure environment for the community and plant personnel by setting standards that often exceed government regulations as well as customer requirements.

**Customer-Focused Quality.** Our ISO 9001:2000 Certified Quality Assurance Program combined with our Six Sigma methodology, places a premium on developing technology that improves the quality of our products and services—while also meeting the expressed needs of the customer.

## O&M Services from Start to Finish

GE Energy’s O&M services team helps ensure optimum performance at existing power plants as well as plants still in the planning stages.

From initial project support to mobilization, through actual operation and maintenance, GE Energy’s highly trained specialists work with the customer to develop the ideal strategy for their particular site.

GE Energy provides the technical expertise, worldwide inventory, manufacturing capability and service centers to help reduce your plant’s life cycle cost and keep it running reliably at peak efficiency.

For more information, please contact your  
GE Energy representative or visit us at  
[ge.com/energy](http://ge.com/energy)

