



“DMI is really on top of the ball as far as keeping the job going in a timely and safe manner.”

Avery Blanton
Penpower Installation Lead

DMI Responds Immediately to Help GE Energy Avoid Costly Installation Delay

Customer Profile

General Electric Energy is one of the world’s leading suppliers of power generation and energy delivery technology. Based in Atlanta, Ga., the company provides equipment, service and management solutions across the power generation, oil and gas, transmission and distribution, distributed power and energy rental industries. It designs and produces wind turbines ranging from 1.5 to 3.6 megawatts and advanced wind turbine blades. GE Energy has approximately 7,000 turbines installed worldwide comprising more than 5,600 megawatts of capacity. Penpower is a GE Energy subsidiary that handles installations.

Situation

In January 2006, GE Energy was in the process of erecting wind towers on the 4,000-acre Wolverine Creek Wind Farm 10 miles southeast of Idaho Falls, Idaho. The 64.5-mw installed capacity project consists of 43 80-meter towers supporting GE 1.5-megawatt turbines. DMI manufactured and delivered 36 of the 43 towers for the project. The project developer is Invenergy Wind, and PacifiCorp is purchasing the power, which provides electricity to approximately 17,500 Utah Power residential customers.

Critical Issue

Technicians discovered a bolt had twisted off underneath a dampener platform in a top section. The section was scheduled for installation the next day.

“It really would have created a monster if we had flown this thing the way it was, because the problem was below the deck and almost 180 degrees away from the ladder so it couldn’t be reached. If we would have had to bypass that tower, it would have meant another tear-down to get to it,” said Blanton. “The job required extensive knowledge and proper tooling to remove and replace the bolt while the section was still on the ground.”

Big-Time Delivery

Blanton contacted DMI at 5:30 p.m. to report the problem and spoke to Dave Sweere, DMI field service representative.

Sweere assured Blanton that he would arrive the next morning. “I’ve been in business myself, so I’ve been the customer and I know the stress that’s involved with these kinds of situations,” Sweere said. “My goal is to take care of DMI’s customers the same way I’d like to be taken care of. When they have a question or problem, they need an answer or a solution right away.”

At 7 p.m. Sweere was on the road in the DMI service truck, which is fully equipped and stocked with tools, a welder, a generator, an air compressor – anything that might be needed up to handle service needs on a site. By 11 a.m. Idaho time the next day – less than 18 hours after receiving the call and more than 1,000 miles later – Sweere was on the job.

Results

Within two hours the problem was corrected, the section was ready to install, and GE Energy was able to avoid a costly delay. “On the job site, things come in to play that you can’t foresee, and the people at DMI always seem to go out of their way to accommodate the job,” said Blanton. “The way Dave got on top of the situation and handled it really went a long way toward getting the job done on time. That’s the kind of response I get from DMI.”



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