

S.T. COTTER  
TURBINE SERVICES,  
INCORPORATED

HIGHLIGHTS  
IN THIS ADDI-  
TION:

- **Another One for the Wall-**
- **“A” Class Quality & Precision**
- **Toshiba calls for Quality**
- **VP’s Corner— From a Different Angle**
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- **Southern Illinois Power Coop— AC Major Again—**
- **Flint Hills Resources— Huge Turnaround— Huge Success**

# Turbine Tribune

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SUMMER EDITION

## NAWBO’s — “Woman On The Way”

The National Association of Women's Business Owners recently awarded Mrs. Nichole Cotter the “Woman on the Way” award due to her companies growth and safety record since its start in 2007. This award is open to one woman business owner a year and as many as 75 applicants are reviewed. This is another of the awards that Mrs. Cotter has received in the last year.

*“Our customers are an essential part of our day to day business that we strive to meet and exceed expectations of”.*

NAWBO Award winners are recognized for the contributions they have made to the Minnesota business community and culture, as well as to the larger national and global economies. All of the women who win these awards are pioneering women who have forged their own paths to success and carved out new rules in business with intelligence, compassion and courage.

*“ We have a great team of Technical Field Supervisors, Foreman, Key Millwrights, and subcontractors that keep safety and quality at it’s highest level.” Nichole L. Cotter*



*Mrs. Cotter receiving the award at the April 8th ceremony in Mpls, MN*

## “A” Class Quality on “F” Class Units

S.T. Cotter was contracted to provide quality labor and supervision for the recent combustion turbines Combustion Inspection and Hot Gas Path Inspection at Xcel Energy’s New High Bridge Generating Facility located in St. Paul, MN on two “F” class units. Our quality craft labor and top notch supervision made this tight time frame outage a reality even though the outage went from 2

combustion inspections to one CI and one Hot Gas Path. This contract extension was still performed in record time.

**“S.T. Cotter craft was safe and did a good job”**

This was a continuation of S.T. Cotter gas turbine services and yet another of F class units serviced on time and under budget.



Xcel Energy’s High Bridge Plant Located in St. Paul, MN

## Progress Energy Richmond Site — Requires Quality Craft and Quality Tooling



This is a photo of Progress Energy's Richmond Site

Progress Energy was the recent witness of quality field service and progressive management. After much searching they found an answer S.T. Cotter Turbine Services, Inc.

*"S.T. Cotter craft is technically competent and well trained in turbine maintenance." David Brown Field Service Engineer Toshiba International Corporation*

This project was a first for S.T. Cotter and started from a relationship that began long

before.

The turbine that was inspected was a TOSHIBA brand and continues the customer support that S. T. Cotter is known for.

The combination of S.T.Cotter quality craft and great tooling allows customers to properly maintain their machinery in less time and with less costs.

## From a Different Angle



*Mike is always quick with a positive response and a productive idea.*

During my travels over the last several weeks, it has become evident that the sub-prime meltdown as well as the bankruptcies in the automotive industry have impacted the utility and power industry as well. But even during this tumultuous time, there seems to be a silver lining...major utilities are looking for lost cost quality providers and are awarding opportunities to companies that they have yet to work with. What the utilities are finding is that S.T. CTS is able to deliver quality service and great pricing.

For example, we were recently afforded the opportunity to prove ourselves to East Kentucky Power Co-op ("EKPC"), who historically only used the OEM for field services. It is our belief, that because of the economic times that we are in, they were forced to evaluate whether they were receiving the best services for the best price. I think it's safe to say, we provided both quality work and a substantial savings to EKPC as well.

On a recent client appreciation trip to Central Illinois, I learned that one of our customers was closing one of its corporate locations and 50-60 people were going to be let go. The customer inevitably was evaluating the situation and wondering whether the lay-offs could have been avoided. This situation is not uncommon, and forces this type of company to start looking more closely at what they are being charged for goods and services. This brings me to this quarter's topic "Hours, the real test of a company's capabilities."

While in Cincinnati, OH this week Shawn Cotter and I were speaking with several individuals from Duke Energy about doing work for them in the future. We explained to the Duke Energy representatives our belief that we can compete against anyone out

there because we have low overhead and we bid each job according to the number of hours we know it will take to complete. So when buyers or mechanical maintenance staff are evaluating bidders, hourly rates shouldn't be the single determining factor... instead, the amount of hours and trained staff should be more of a determining factor. We believe that if we are being evaluated with that criterion and with our trained professional, experienced staff and crew then we should win the bid every time.

Last week while our president Nichole Cotter and I were at a capabilities presentation in the Atlanta area, I was asked the following question: "why should I use you guys if GE has a shop 30 miles from here"? I responded by stating "If the OEM's were doing the best overhaul, repair, or inspections work at the most competitive price, we wouldn't be able to be as successful as we are!" What I meant by that was if companies that you are used to doing business with were taking care of all of your problems and not overcharging you, we wouldn't be able to survive in the current market. But they don't, so we will continue taking back all of our old customers and adding new ones season after season!

# CFO's Cliff Notes



Chief Financial Officer,  
Jennifer Anderson.

We had great success this Spring . What better way to learn then to jump in during the busiest quarter? The hard work and team effort was second to none. There were a record number of jobs performed by S.T. Cotter Turbine Services, Inc. this Spring. We continue to

build our relationships with OEM's and Cooperatives and will continue to work with them in the fall. There have been many positive changes in our structure to increase the efficiency, billing cycles and profitability. With our policy and procedure manual near completion and a very successful Safety Meeting, S.T. Cotter and employees are ready for the fall work.

## Southern Illinois Power Cooperative— Marion generating Station

Southern Illinois Power Cooperative was a recent site where S.T. Cotter personnel completed a full major turbine inspection, generator rewind and field rewind all in record time. This was a firm bid outage and was completed utilizing great local labor and top notch tooling. This 32 MW AC steam turbine has been overhauled by S.T. Cotter personnel previous under our last company, which proves that business relationships are made between people and not company names.

This outage included a complete center line alignment using a tight wire method, as well as new inner shell and shaft seals.

*The local labor is outstanding; quality, craftsmanship, and professionalism are the trades and the quality work is the proof" Terry Dietz- S.T. Cotter*



The Lake of Egypt Plant is pictures in the background

## More Critical Equipment—Better Company- Better Quality

Flint Hills Resources located in Rosemount, MN completed a spring turnaround where once again they called upon the quality and craftsmanship of S.T. Cotter Turbine Services, Inc.

Critical equipment was inspected this turnaround and all with no accidents and exceptional quality. Startup was completed without

incident and the entire turnaround S.T. Cotter did not have a near miss or accident.

Over 9 pieces of critical equipment were inspected. One was a critical blower which was inspected and returned for service without issue or problem. S.T. Cotter's field personnel are one reason that this turnaround was a huge success.



Flint Hills Resources Facility in Rosemount, MN



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## Upcoming Issue - Fall Look Ahead

### **In the upcoming issues we will talk about:**

- Why do large clueless non-OEM's try to act like OEM's?
- What happens when you keep delaying maintenance?
- Why can S.T. Cotter be so good at this rotating machinery maintenance game?
- Retro fits—retro fits more and more customers are jumping on the wagon..