

PRESS RELEASE

June 2021

Top marks for Energiequelle GmbH's operational management

The customer recommendation rate is 100 percent

Kallinchen, 8 June 2021. Energiequelle GmbH regularly conducts customer satisfaction surveys in the field of operational management. Energiequelle has regional offices all over Germany and has once again received top marks in the survey. On a scale of 1 to 6 (1 = excellent, 6 = insufficient), the 18 questions received an average rating of 1.3. A good 30 customers participated in the survey.

In the survey, Energiequelle wanted to hear from its customers how satisfied they are with the company's technical and commercial services and communication. Specific topics included customer service, reporting, handling of payment processing and the organisation of fault and repair processes.

The very good accessibility, the professional competence and the friendliness of the contact persons were again emphasised. 68 percent of respondents said that performance had improved again since the last survey. The customer recommendation rate is 100 percent.

Lars Schiller, Vice President Operational Management, is proud of the results: "We received a recommendation of 98.8 percent in 2017. I am very pleased that we were able to increase this again. Only with good service and satisfied customers are we able to increase our growth successfully."

Participants were entered into a prize draw to win an e-bike worth €2,000. The lucky winner is Christina Panzke, for whom Energiequelle manages several wind turbines: "I am incredibly happy. Thank you for the win and for the reliable cooperation. The colleagues always have an open ear and even on Sundays I can expect an answer. I really appreciate that."

Energiequelle currently looks after almost 800 turbines with over 1,400 MW in the wind, PV, biogas and grid sectors.

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Energiequelle

Since 1997, Energiequelle GmbH has been active internationally as a project manager and operator of wind energy, biomass and photovoltaic plants as well as substations and storage facilities. The headquarter of Energiequelle is in Kallinchen near Berlin, further locations are in Bremen, Oldenburg, Hanover, Putlitz, Penzing, Erfurt, Dresden, Rostock, Leipzig, Guntersblum as well as Rennes, Dijon and Royan (France) and Helsinki (Finland). With more than 300 employees and more than 750 plants built with a total output of around 1,400 MW, Energiequelle is a leading company in the industry.