



GE  
Industrial Solutions

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Dear Valued Customer:

Earlier this week, [GE achieved a milestone with the successful acquisition of Alstom's energy assets](#)...GE's largest acquisition ever. As part of the milestone, we are excited to announce the formation of [Automation & Controls](#), part of GE's Industrial Solutions business.

**What is in the name?** Automation & Controls combines what was formerly known as GE's Intelligent Platforms and Alstom's Power Automation & Controls. The name capitalizes on the strong global brand recognition that GE has, and it describes the value that both Alstom and GE customers have come to expect as they seek to obtain the highest possible benefits – performance, reliability and innovation -- from their critical assets.

**Better together for you.** The integration of our portfolios is much more than the sum of the two. With Alstom's 40 years of domain expertise combined with GE's rich legacy of technology leadership, we deliver a "dream-team" of some of the best minds in automation and controls, capable of meeting and solving our customers' toughest challenges.

Starting today, we offer our customers new, competitive solutions with complementary technologies, services and expertise to deliver better overall system performance and more accessible, affordable and sustainable power globally. Our Automation & Controls platform also builds on GE's full energy portfolio including [Power](#), [Oil & Gas](#), and [Renewables](#) to serve customers and unlock the significant value of the ["GE Store."](#)

**Our Commitment.** As we move forward through this exciting transformation of our Company and of the world's energy infrastructure, we will continue to honor our fundamental commitments and put you, our customer, first by offering the best customer experience with the greatest level of service and support; operating with only the highest degree of integrity and safety; continuing to invest in our portfolio; and finding new ways to exceed your expectations.

Your primary sales, project and services contacts will remain the same as they were prior to our integration, and you can continue to contact them. In addition, you can continue to place orders and check status of those orders in the same way you did prior to the new business launch. If you have any immediate questions, you can contact one of our global customer support numbers.

- Americas: 800-433-2682
- Asia: 0086 400-820-8208
- Europe, Middle East and Africa: +800 1 433 2682

Existing Alstom customers can continue to obtain support through their existing helpdesk and local hotline numbers. We also have a number of support documents that can be found on our [website](#).



**Let's Talk!** As we begin operating as Automation & Controls, our success will come from helping you succeed. We take pride in what we do, and we will continue to work hard to maintain your valued loyalty. If you have any additional questions about the integration, please direct them to [ac.info@ge.com](mailto:ac.info@ge.com).

Thank you for your business and for your support. We're excited about our future and look forward to changing the world's energy infrastructure landscape—together.

Jim Walsh  
General Manager,  
GE  
Automation & Controls