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31 March 2026

2:00 pm – 3:00 pm | GMT, London
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Matthew Lynas

Editor
pv magazine

pv magazine
webinars

Why BESS operators are losing time and revenue — insights from the 2026 BESS Pros Survey



Konstantin Fellner

Head of Battery Storage Asset Operations EMEA
BayWa r.e.




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VP Sales & Solutions
TWAICE



Welcome!

Do you have any questions?  

Send them in via the Q&A tab.  We aim to answer as many as we can today!

You can also let us know of any tech problems there.

We are recording this webinar today. 


We'll let you know by email where to find it and the slide deck, so you can re-watch it at your convenience.  

Why **BESS Operators** Are Losing Time and Revenue

Insights from the 2026 BESS Pro Survey

Read report



 MARCH 30, 2026

 CHICAGO, USA

Speakers Today



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Get the
BESS Pros Survey Report

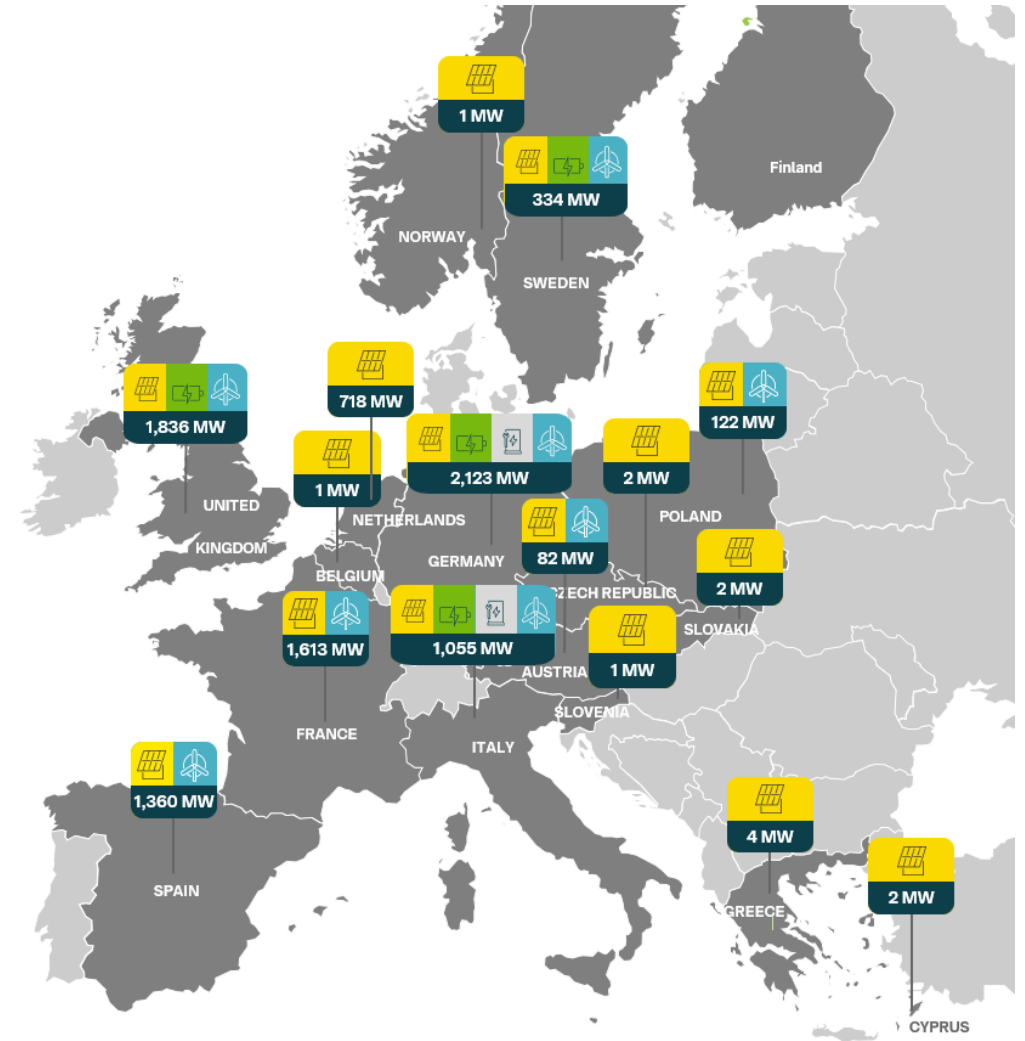
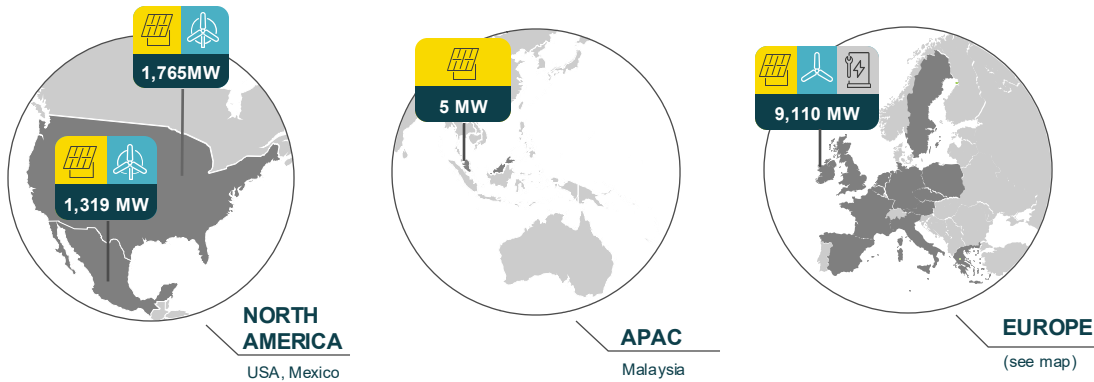


BayWa r.e. Asset Operations: Local presence and global systems



12.20 GW

assets under management, global





Our experience with BESS



Size & scale

10 BESS-assets
>290 MW
>610 MWh



Countries



Customers

- IPP
- BESS OEMs
- Financial investors

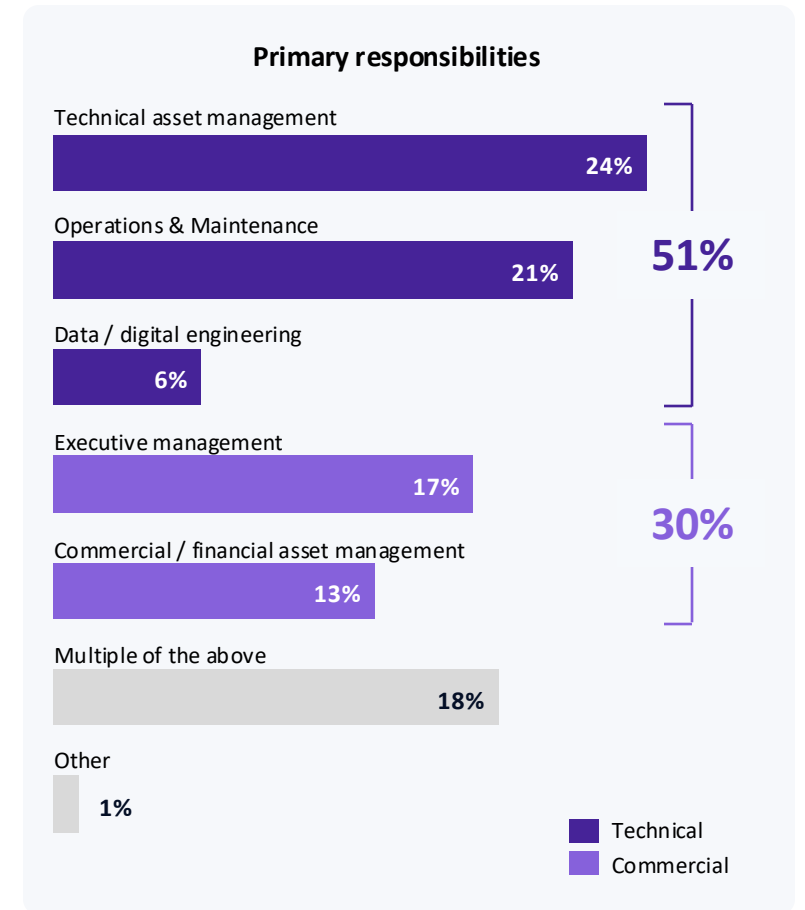
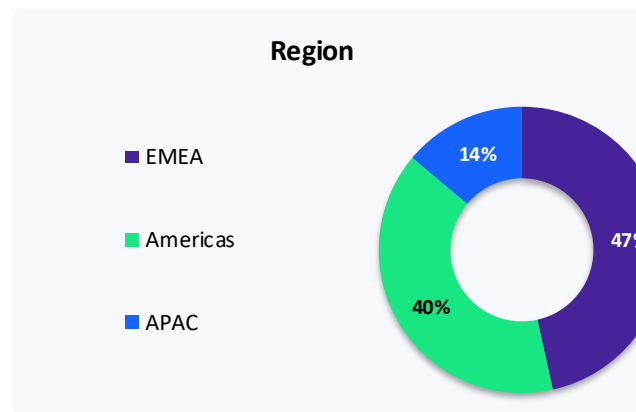
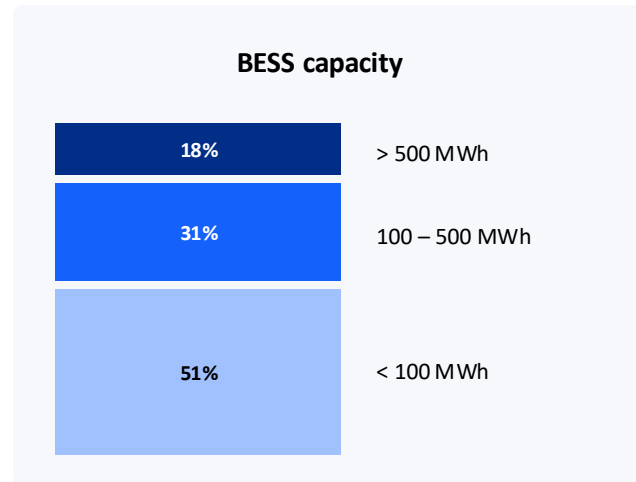
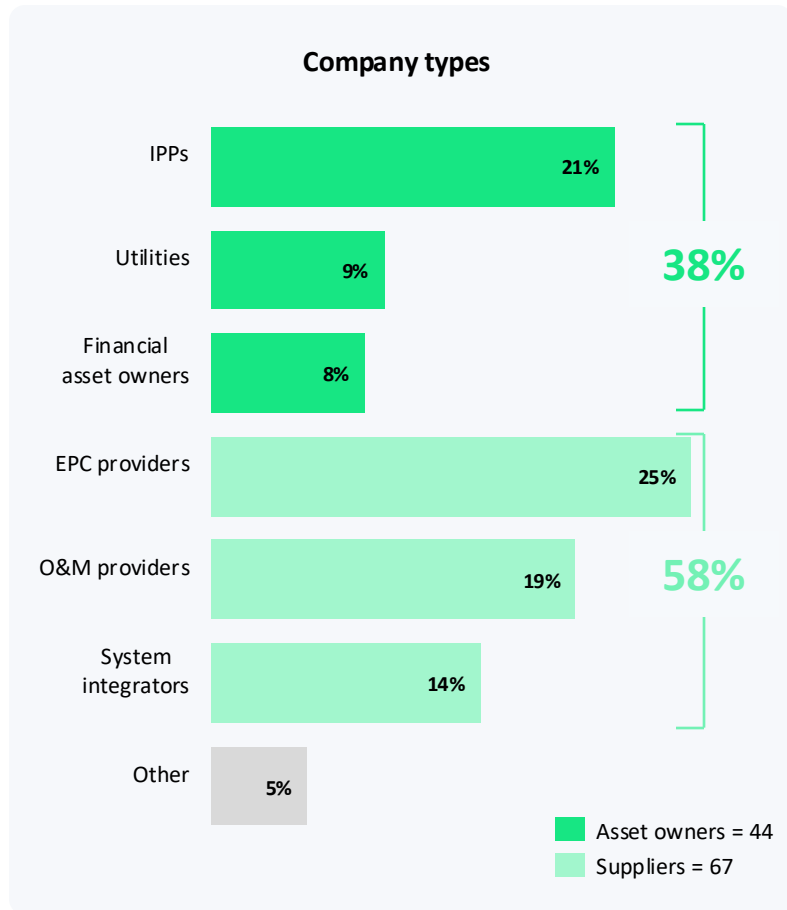


OEMs



Additional technical and commercial asset management contracts for large scale standalone BESS are close to be signed.

Overview of the 117 Survey Respondents



Troubleshooting still a time sink despite relatively high supplier satisfaction

Supplier Satisfaction

**Asset owners are largely satisfied
with their suppliers**

55% have a positive view of BESS
reliability & uptime

45% have a positive view of BESS
O&M services

Troubleshooting still a time sink despite relatively high supplier satisfaction

Supplier Satisfaction

Asset owners are largely satisfied with their suppliers

55% have a positive view of BESS reliability & uptime

45% have a positive view of BESS O&M services

Troubleshooting

BESS operations are still reactive, not proactive

79% have unexpected issues at least every few months

86% of asset owners lost revenue regularly

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Data Access

Asset owners own their data, but insights are limited

70% of asset owners have long-term access to data

43% say lacking access to data makes their job harder

Supplier Satisfaction

(Focused on asset owners only)

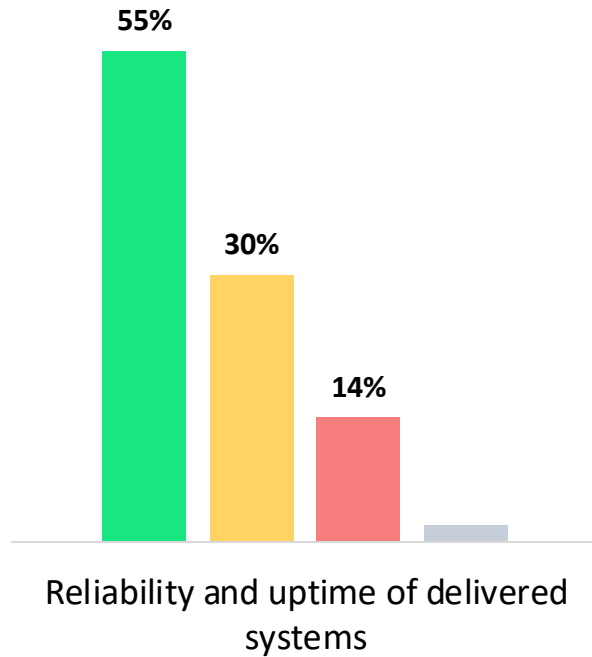
Read report



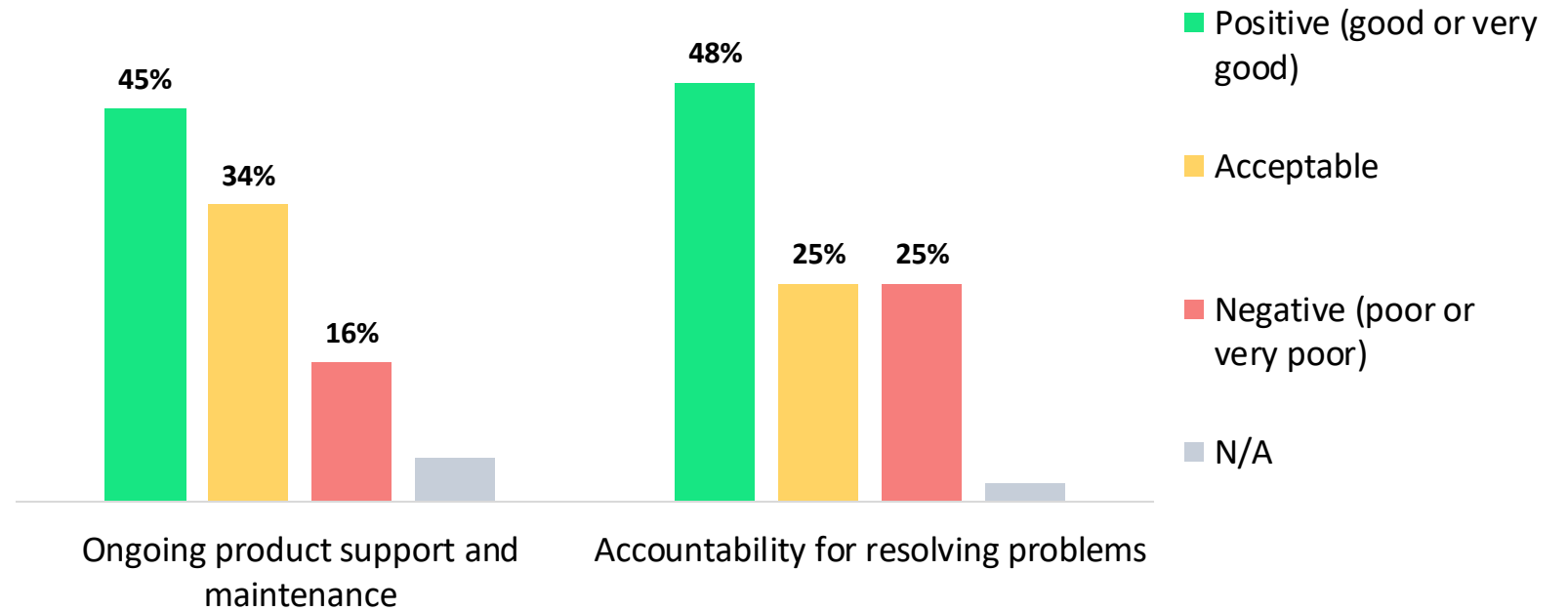
Suppliers and Integrators Are Rated Mostly Positively

Rate your satisfaction with your BESS supplier on:

Product Satisfaction



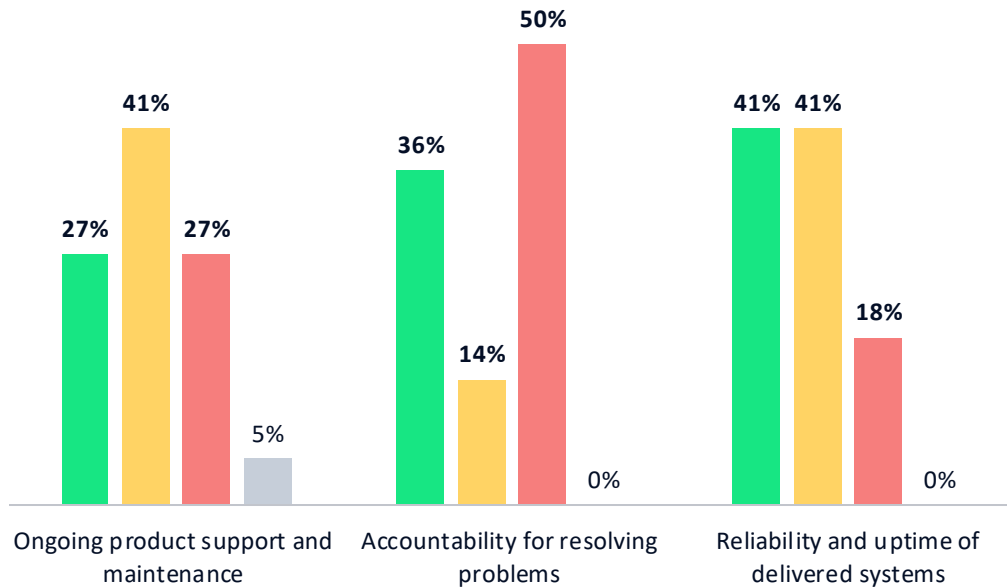
Service Satisfaction



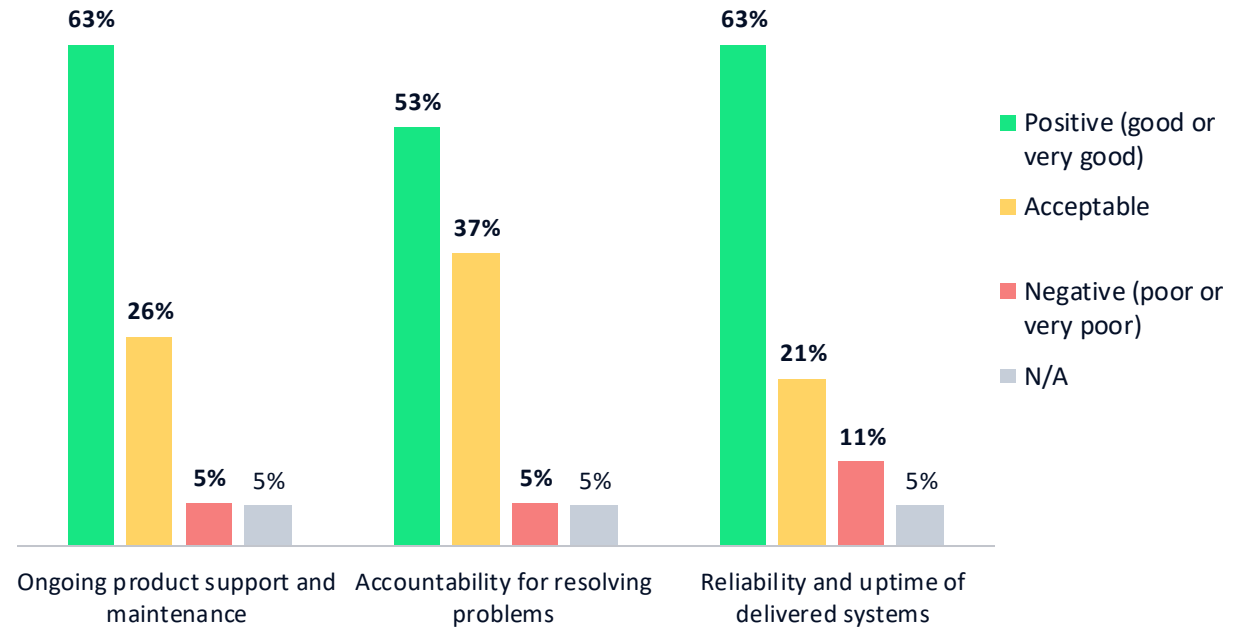
But Satisfaction Varies by Region

Rate your satisfaction with your BESS supplier on:

North America (n=22)



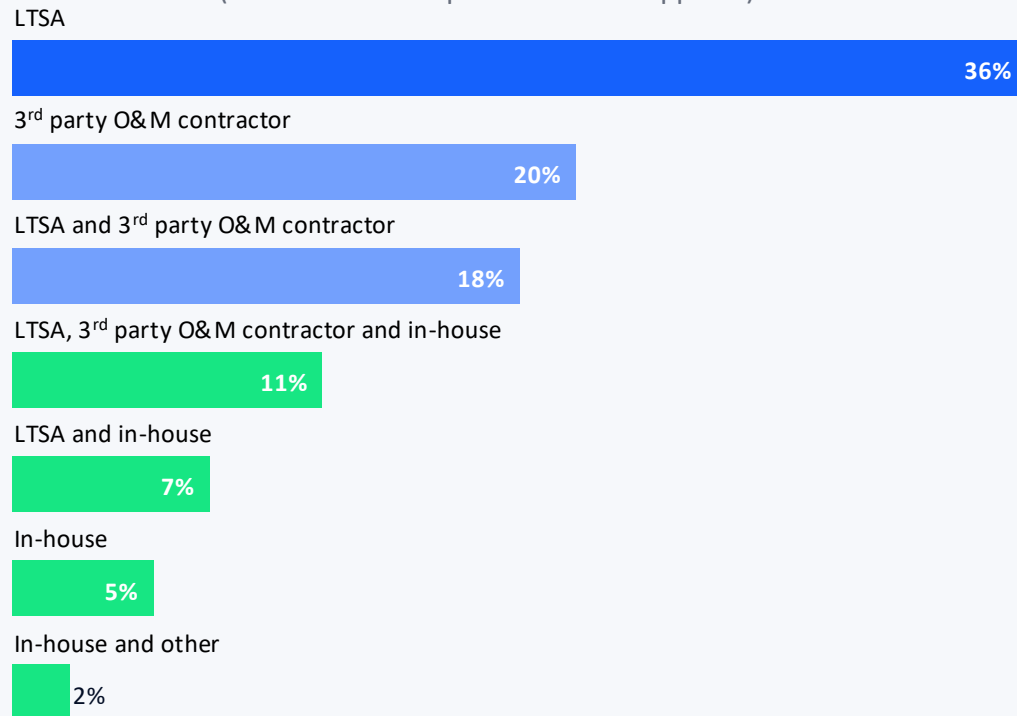
Europe (n=19)



Most Asset Owners/Operators Rely on LTSAs or Hybrid Approaches

How does your organization manage BESS O&M?

(Excludes service providers and suppliers)



n = 44 (asset owners)

72% of asset owners have an LTSA of some sort in place

49% of asset owners have some degree of 3rd party O&M

25% of asset owners have some degree of inhouse O&M management

BESS Operations Is Still Mostly Reactive

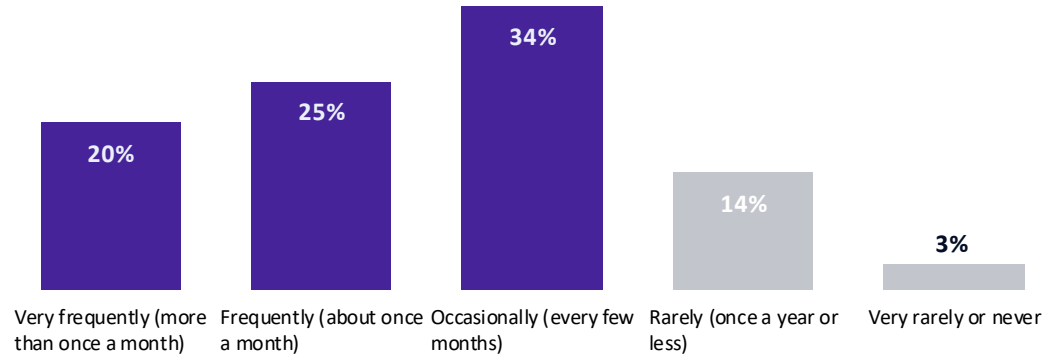
Read report



Frequent Unexpected On-Site Issues Cause Lost Revenue

79% have unexpected issues at least every few months

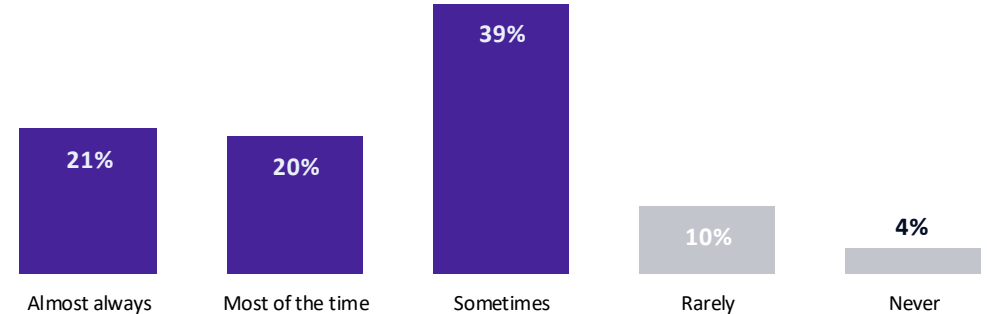
Across your projects overall, how often do you have to respond to unexpected on-site issues that require immediate maintenance or repair?



n = 117
Don't know = 4%

80% have lost revenue at least some of the time during events

When these unplanned maintenance events occur, how often do they result in lost revenues?

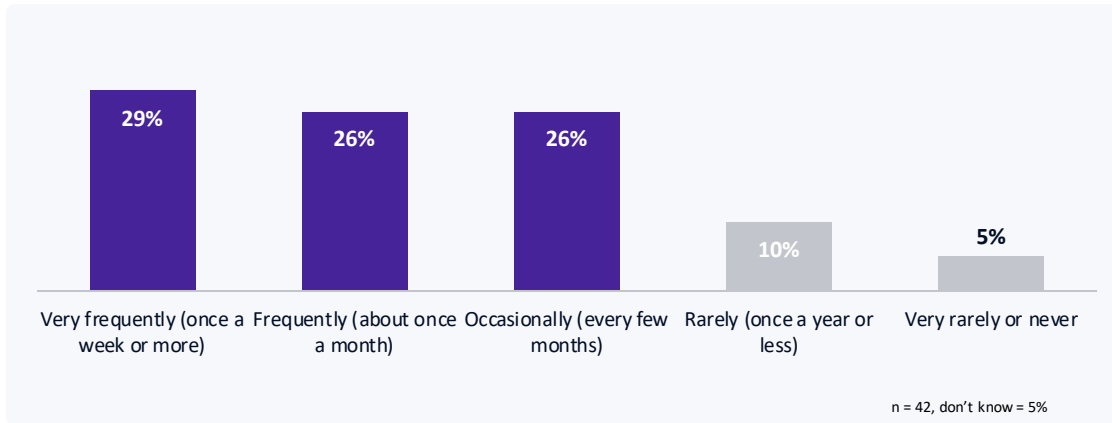


n = 117
Don't know = 5%

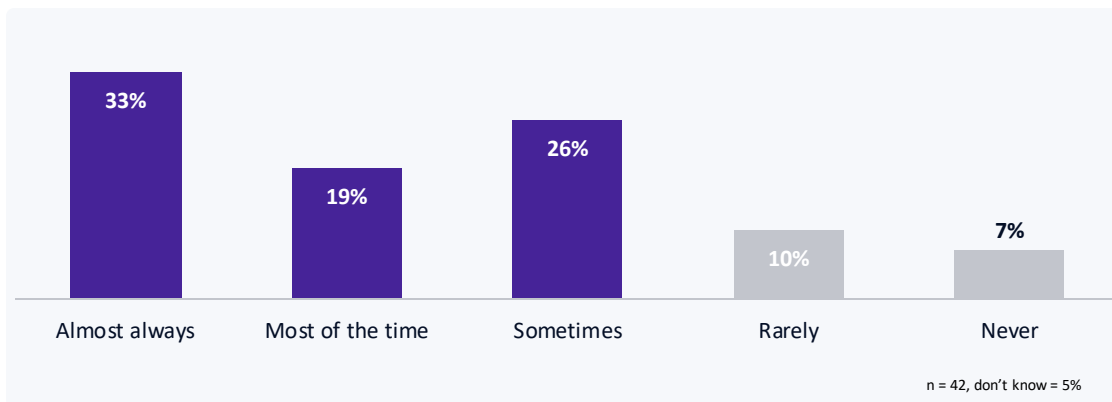
Again, Frequency and Impact Vary by Region

North America

Across your projects overall, how often do you have to respond to unexpected on-site issues that require immediate maintenance or repair?



When these unplanned maintenance events occur, how often do they result in lost revenues?

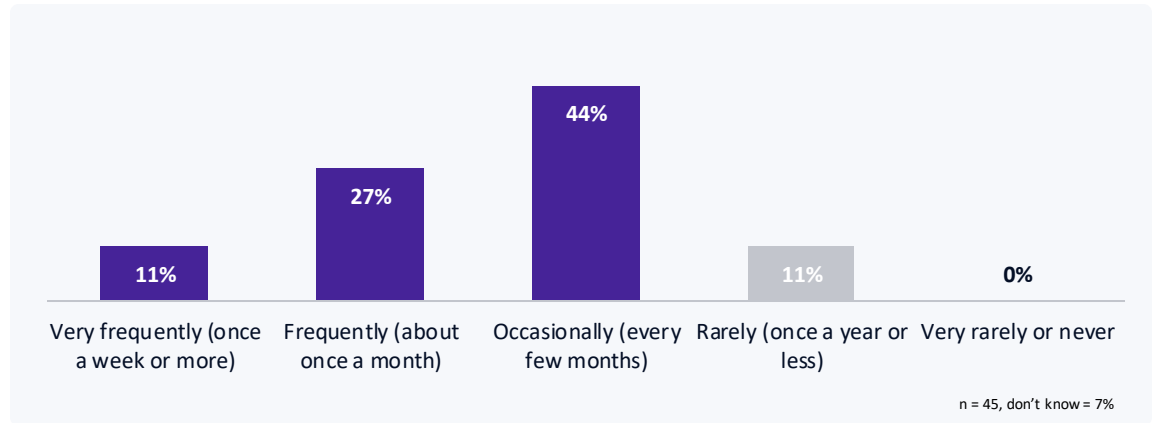
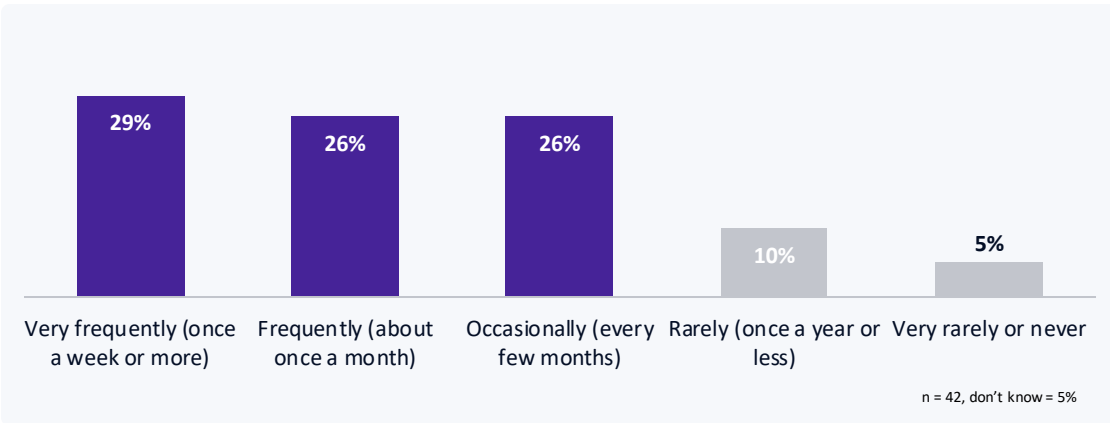


Again, Frequency and Impact Vary by Region

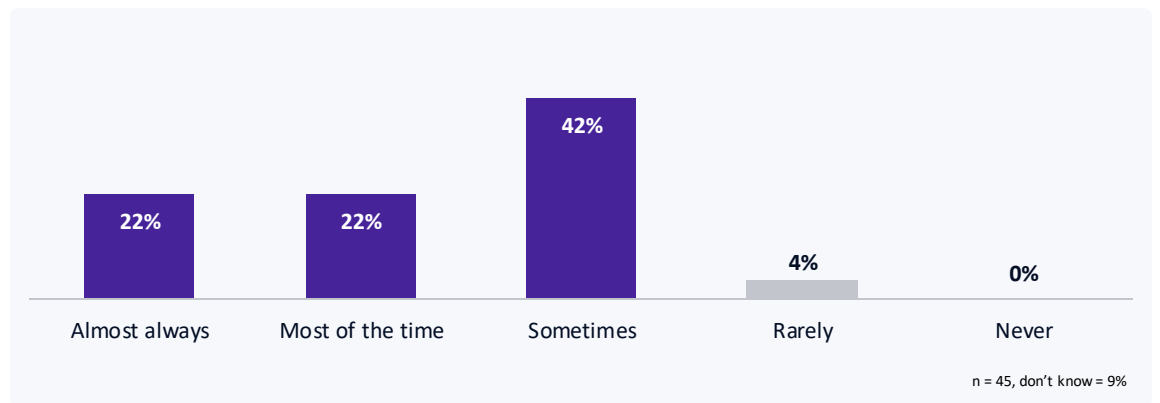
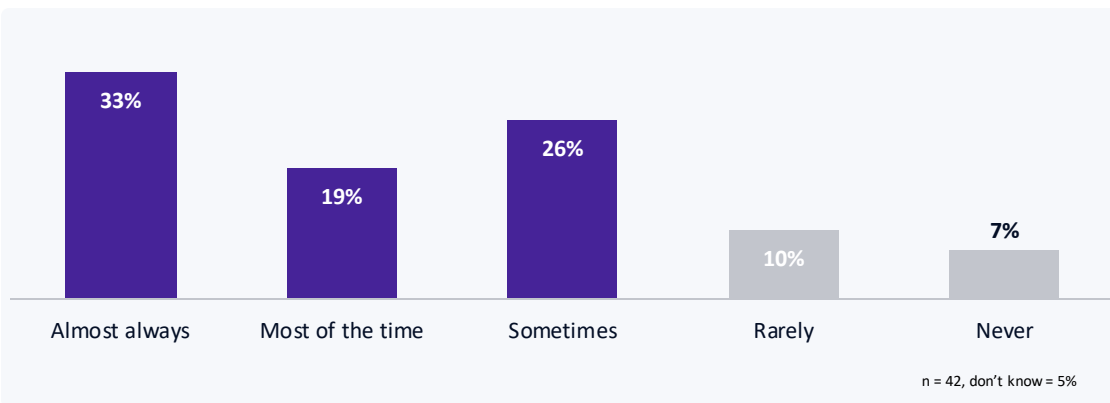
North America

Europe

Across your projects overall, how often do you have to respond to unexpected on-site issues that require immediate maintenance or repair?



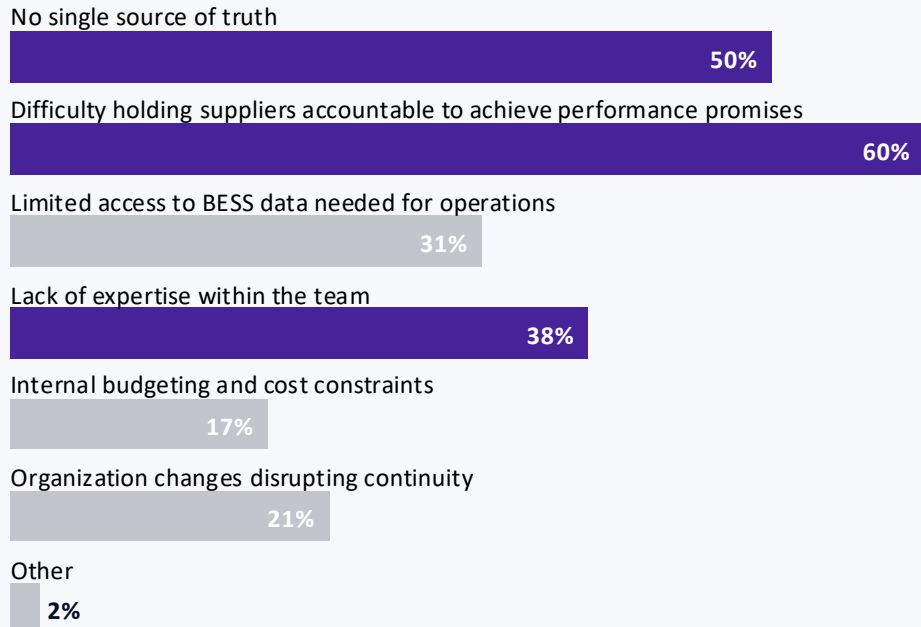
When these unplanned maintenance events occur, how often do they result in lost revenues?



No Single Source of Truth Remains a Struggle

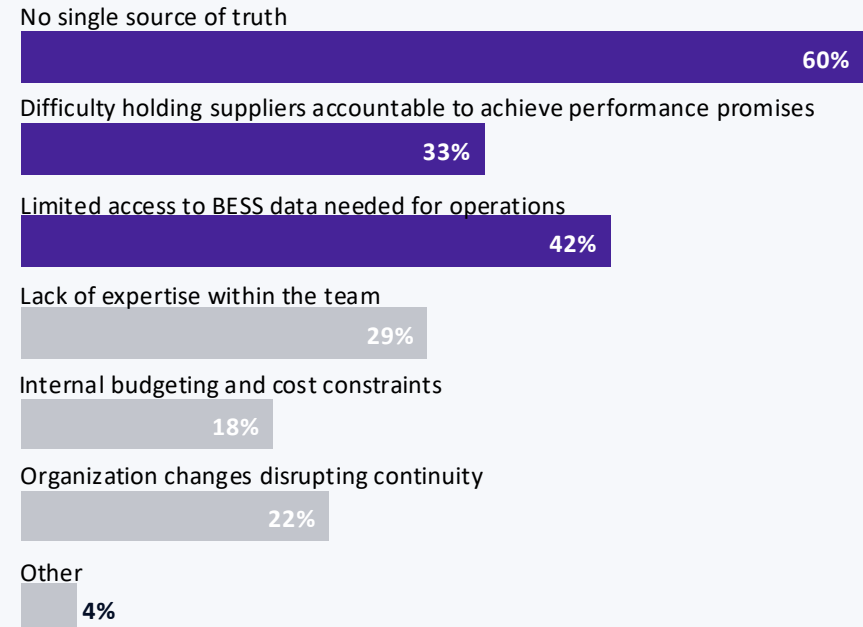
Which of the following challenges make it harder to perform your job?

North America



n=42

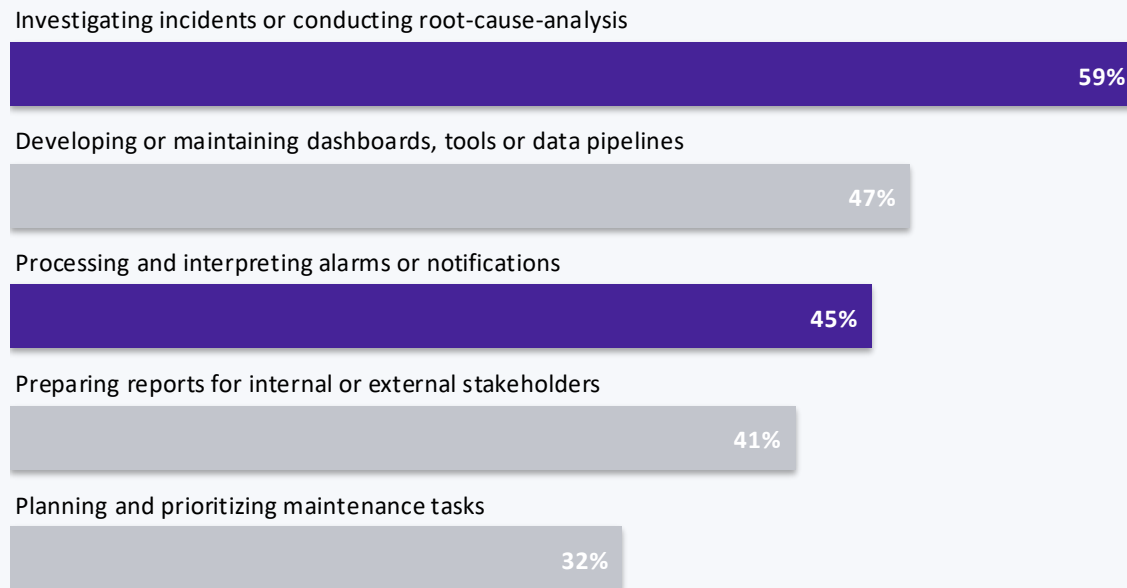
Europe



n=45

Investigating Incidents Is a Time Sink for Lots of People

Which of these day-to-day activities takes the most effort or time?

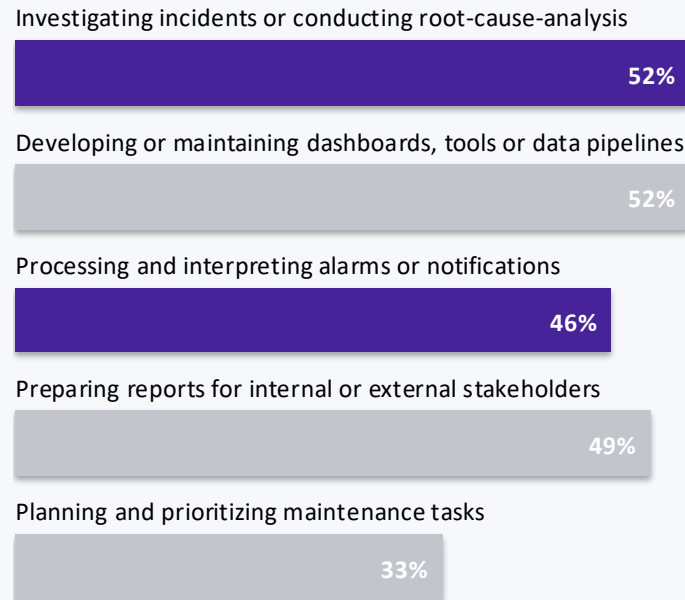


n = 117

Investigating Incidents Is a Time Sink for Lots of People

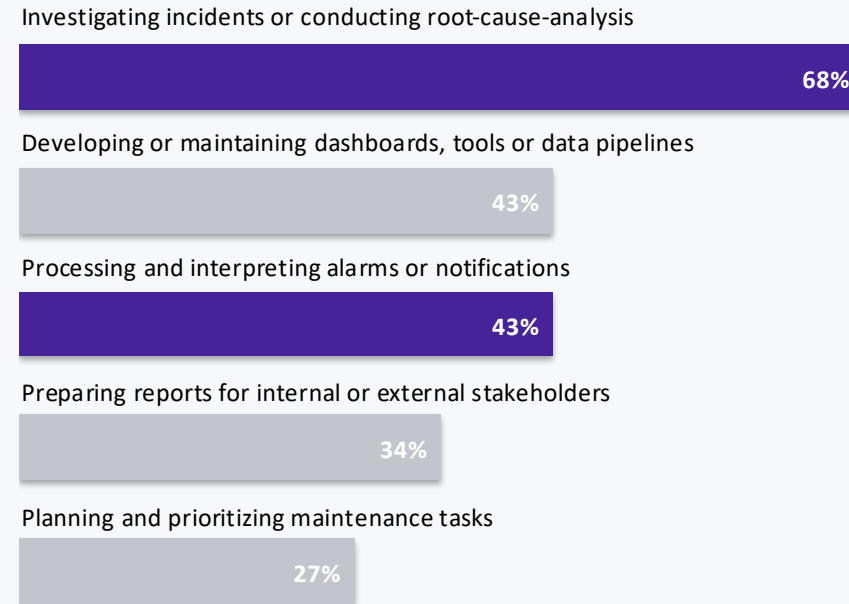
Which of these day-to-day activities takes the most effort or time?

Suppliers (Integrators, 3rd Party O&M, EPC)



n = 67 of 117 (58%)

Asset Owners (Utilities, IPPs, Financial)



n = 44 of 117 (38%)

Ownership and Usability of BESS Data

Read report

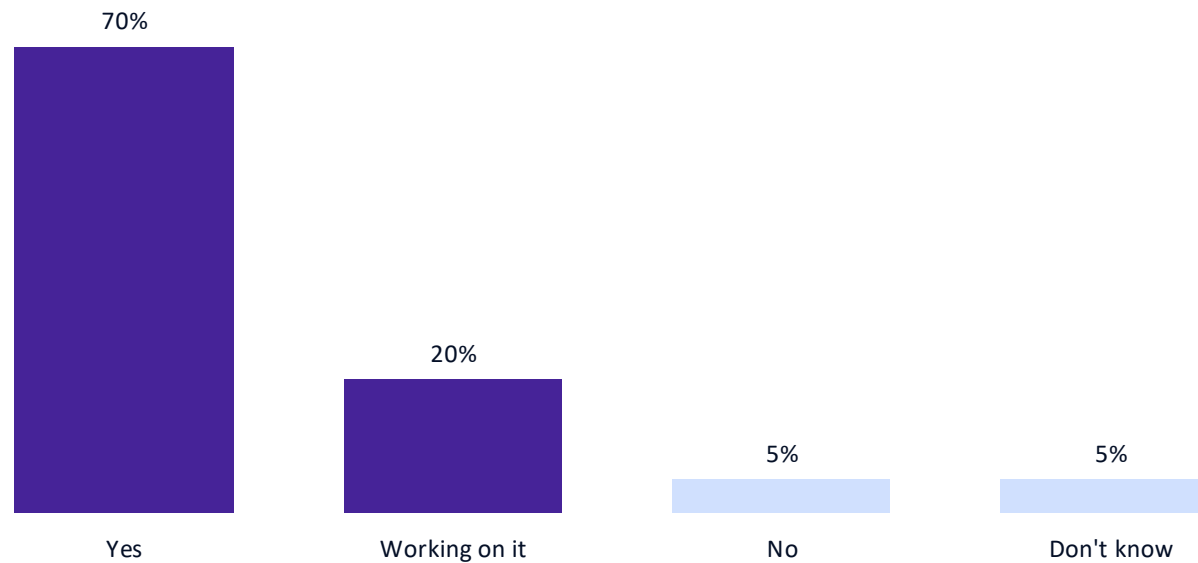


Most Asset Owners Have Access to Data

(Asset owner/operator subset: n=44)



Does your organization own or have long-term access to BESS data?



n = 44 (asset owners)

“Limited Access to BESS Data” and “Lack of a Single Source of Truth” Are Top Challenges



Which of the following challenges make it harder to perform your job?

No single source of truth

50%

Difficulty holding suppliers accountable to achieve performance promises

47%

Limited access to BESS data needed for operations

40%

Lack of expertise within the team

36%

Internal budgeting and cost constraints

26%

Organization changes disrupting continuity

24%

Other

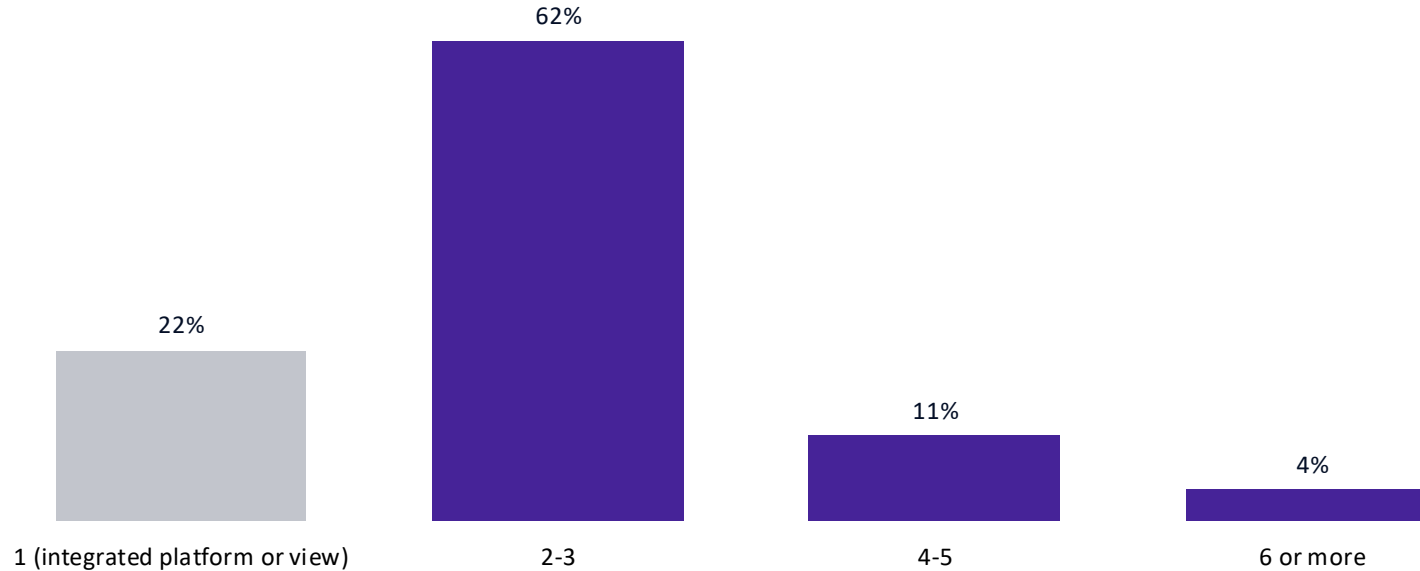
3%

n = 117



Fragmented Tool Landscape Increases Operational Effort - A Single Pane Of Glass For BESS Operators Remains Elusive

How many different tools or dashboards do you typically use to manage your BESS assets?



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Questions? Let's Talk!



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Q&A



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We will also examine the weaknesses and vulnerabilities that allowed the hackers to cause harm and discuss why the generation was not directly manipulated.



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