

## **Testimonial for Event Email Notification**

My name is Chris Bowers and I am the SCADA Administrator for New Braunfels Utilities, a community-owned public utility company in central Texas. NBU implemented C3-ilex's EOSCADA Master Station almost four years ago and we are very satisfied with it. Most recently we added to our SCADA software the Alarm Event Email Notification package. This is an amazing addition to NBU's SCADA system. With this software I was able to set up email groups that received notifications of any specified activity on the system based on trigger points. We have points set up for each of our substation circuits. Whenever there is a circuit lockout the proper personnel are notified. The Alarm Event Email Notification is operational 24 hours a day and can send emails not only to work computers, but to the home computers, blackberries and cell phones of our operations supervisors as well. It worked the first time out of the box. Our operations supervisors are better informed and our customers are happier because outage length is minimized. A few weekends ago NBU had a circuit lockout and our Division Manager received an email on his cell phone. He was aware of the problem half an hour before our dispatch unit called to notify him! Thank you for recommending this product and making NBU more efficient.

Sincerely,

Chris Bowers  
SCADA Administrator  
New Braunfels Utilities