

Kevin Burns

DFS and the City of Melbourne utilities recently lost a good friend. Kevin Burns, 52, died earlier this month.

“Popeye,” as Kevin was known to his friends, had been an electrician for the City of Melbourne utilities department for 30 years and was a longtime friend of DFS. He could frequently be seen at our headquarters in the early morning, always with a friendly smile, picking up or dropping off parts and supplies.

Kevin will certainly be missed.

We offer our most sincere condolences to his family, friends and associates.

DFS at Upcoming Conferences

Alabama Rural Water Conf.
- Mobile, AL
Postponed

SC Environmental Conf.
Myrtle Beach, SC
Postponed

AWWA Annual Conference
Fort Worth, TX
Postponed

Florida Water Resources
Conf. - Palm Beach, FL
Cancelled

NC Rural Water Conf.
Greensboro, NC
May 11 - May 14

Georgia Rural Water

DFS Welcomes Murphy, Texas



We are proud to announce the addition of the City of Murphy, Texas to our family of DFS users. Murphy is a community of about 20,000 residents located in Collin County, on the northeastern fringe of Dallas.

DFS will be working on the project at the direction of the city's Director of Public Services, Tim Rogers. The project scope will include: a central site package with redundant HyperSCADA Servers; a large network RTU that will control eight high service pumps and other related equipment; two elevated storage tank RTUs and; a lift station RTU with a local HMI.

We extend our thanks to the City of Murphy and look forward to working with them for many years to come.

You Gotta Make the Call!

There is an old story about a devout, but thrifty religious man who, every day, prays that he will win the lottery so he can help his congregation. Week after week, he prays but never wins. Finally, he loses his patience and yells to God, “I work tirelessly in your name and pray constantly, asking your help to win the lottery, but you ignore me.” He suddenly hears a deep voice reverberating through his church:

“John,” the voice says, “you gotta buy a ticket.”

We sometimes encounter a DFS customer who has an operational or functional problem with their system and is clearly frustrated. We're dismayed when the customer says, “It's been like this for months!”

We want to help. But we can't help if we don't know that you're having a problem.

So please call. Our service department is available 24 hours a day, seven days a week, 365 days a year.

Sometimes during busy periods, we may have to triage calls according to the severity of the problem, but we will always find a solution.

But you gotta make the call!

James MacArthur named Quality Assurance Manager

DFS recently promoted longtime Service Department guru, James MacArthur, to Quality Assurance Manager.



Conference
Jekyll Island, GA
May 12 - May 14

FL/AL Joint Rural Water
Conference
Panama City Beach, FL
May 28 - May 30

James began his career at DFS in 1996 in our test & repair department. His knowledge and skills quickly became evident when he joined our service group and developed a reputation as the go-to guy for solving mysterious or vexing issues.

One of James' goals is to formally chronicle much of the institutional knowledge that he and other members of our technical staff have acquired over the years. He hopes his influence will help DFS to continue to improve our products and enhance the DFS brand.



Ask us how Symphony can extend the life of your sewer force mains.