

TCU Offers Dual Communications

Our TCU800 now offers simultaneous comms by both network and radio. Many utilities use fiber optics at plant and master lift station locations to connect TCU800s to the utility's SCADA system. Now, TCU800 RTUs can offer redundant communications by radio. No more worries about comms or loss of data from accidental fiber breaks at vital operations locations.

New Chrome and Edge Browsers Cause Hiccups

We've learned that the Chrome and Edge browsers have introduced pop-up blockers that are enabled through default settings. As a result, some users are reporting that their reports don't run properly. Here's the fix:

For Chrome:

1. Click three dots on the top right and choose "Settings."
2. Click "Privacy" and "Security."
3. Click "Site Settings."
4. Click "Pop-ups and Redirect."
5. Click "Sites can send pop-ups" and "Redirect Button"

For Edge:

1. Click three dots on the top right and choose "Settings."
2. Click three bars (pancakes) on top left
3. Click "Cookies and Site Permissions"
4. Click "Pop-ups and Redirect."
5. Click the "Block" button to turn off blocks



FORT MYERS
— FLORIDA —

Teamwork Solves a Service Emergency

What does it mean to have service professionals at your bidding, 24 hours a day, seven days a week? What can those professionals accomplish when working with dedicated utility support personnel? City of Fort Myers Systems Analyst and SCADA operator, Michell Carter, recently found out first-hand.

DFS configured the city's SCADA system so that if no one was present at the central site to acknowledge an alarm from their 138 lift stations, the system would begin dialing a preconfigured list of telephone numbers to alert personnel of alarm conditions. Carter called our service department when she realized that they had not received a phone alarm all day. Longtime DFS service tech, Mike Weaver, took the call and remotely determined that the SCADA system was operating properly. That night, Carter said that she and her personnel "took turns monitoring the system around the clock," to ensure that any alarms would be recognized.

The following day, the city discovered that a third-party contractor had physically cut the department's phone lines. Even though the SCADA system was generating alarms, they could not be delivered via phone until the damage was repaired. And the contractor would not commit to a schedule to affect that repair. But Carter knew that utility personnel couldn't go another 24 hours without their alarm system.

Now that he understood the nature of the problem, Weaver suggested that, with the help of the city's ITS department, email could be used as an alternative to the telephone alarm method. He teamed up with Carter and Fort Myers ITS support person, Barbaro Moore, to configure a backup system. Now, with the alternate system in place, if a lift station RTU generated an alarm that was not acknowledged, the system would email an alert to the on-call personnel.

Carter was thrilled. "The team came together—the city and DFS," she said. "This was a pure example of teamwork for the betterment of both parties."

She went on to praise several DFS individuals that have provided technical and practical assistance to her in the past. "Whenever I have called for help, your team is always helpful and patient."

We always strive for customer satisfaction. But it is especially satisfying when our efforts mesh with those of a willing, enthusiastic customer to produce an environment of teamwork and camaraderie.

Data Flow Systems Calendar of Events

Please visit us at:

2022 Florida Rural Water Annual Conference
Hilton Daytona Beach Oceanfront Resort - Daytona Beach, Florida
August 8 - 10, 2022
www.frwa.net



Ask Us About DFS's Lifetime Warranty on Products and Systems.