

## Your One-Stop SCADA and Automation Solutions Provider

Data Flow Systems (DFS) has provided hundreds of SCADA Systems and thousands of RTUs for use at water and wastewater facilities throughout the US.

Our combination of project engineering, innovative design, integration services, and outstanding customer support has made us an industry leading SCADA system manufacturer and automation solutions provider for the water and wastewater industry.

DFS, and our network of Value Added Resellers, have designed and installed systems ranging from small water control districts to large wastewater collection systems and automated process control applications.



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## PROVIDING EXEMPLARY CUSTOMER SERVICE IS A TOP PRIORITY AT DFS AND WE ARE COMMITTED TO ACHIEVING THIS GOAL!

When the business model was outlined by the company founders, they knew that establishing and maintaining solid long term relationships with system users would be the key ingredient to survival. Customer support remains a staple to our success today. Support is not considered a source of revenue by DFS. We do not require the annual maintenance contacts or support program fees required by other suppliers. Telephone support and factory-assisted remote troubleshooting is provided without charge during our normal working hours - for the life of the system. SCADA software updates and RTU firmware upgrades are offered free of charge.

### Normal Hours Support:

The Customer Service Department are Monday through Friday, 8:00am to 5:00pm EST. To reach a technician during these hours, contact our Customer Service Call Coordinator at 321-259-5009 Ext 1117. The coordinator will open a Service Ticket and assign your call to a Technician. You should receive a call from your assigned technician within 30 minutes. In some states you may be required to contact your local DFS representative for initial support.

### After-Hours Support (Emergency On-Call)

For emergency support after regular business hours and holidays, call 321-288-1959. Your call will be forwarded to the designated on-call technician. After-hours support may be invoiced if system access or a site visit is required.

### Web-Based Support (Non-Emergency)

Any non-urgent (low priority) issues can be submitted to our Customer Service Department through our online Help Desk. For each incident submitted through Help Desk, data is collected and a ticket is opened. A technician is assigned by the Customer Service Manager following review of the incoming ticket. The Web-based Help Desk is primarily used by customers to monitor open ticket status; however review of past closed ticket information is also available to the user. You can expect a response from our Customer Service Department within one day. When submitting an issue via Help Desk, please provide a brief and detailed description of the problem. Visit the Help Desk at <http://www.dataflowsys.com/support/help-desk.php>

# *In Loving Memory*

## Karl Bossert

December 2, 1941 - February 22, 2015



Our dear friend and colleague, Karl Bossert, passed away unexpectedly on Sunday, February 22, 2015 after a brief battle with cancer. Karl was well-loved and admired for his enduring commitment to both work and friendship. Over the last 15 years, Karl held positions at DFS as a Service Technician, Training Instructor, Service Manager and Senior Sales Engineer. The contributions he made to our company and customers are countless. Karl's delightful quick wit and sense of humor were enjoyed by all who had the privilege of knowing him. Karl was also very giving, always thinking of others, and was there whenever the need arose. His office was frequently visited for conversation and a dip in the fully stocked candy jar that he maintained simply for others to enjoy. We are all united in our grief and memories of his incredible spirit. Karl will be dearly missed! The pictures below are just a few of the good times we were fortunate to enjoy with Karl.

Information about memorial services and charitable donations on behalf of Karl will be provided soon.



**YOUR INSPIRATION**  
your sudden death  
has touched our lives and hearts  
dear colleague  
the way you have inspired us  
has touched us even more



# This Issue's Technology Tip

## HT3 MOBILE IS NOW A NO-CHARGE FEATURE:

Please contact the DFS Sales Department or your local DFS representative if you are interested in activating HT3 Mobile on your HT3 SCADA Software platform. HT3 Mobile is a streamlined version of HT3 optimized for today's smart phones. In HT3 Mobile, users will find all the essential tools needed for working in the field.

HT3 Mobile offers:

- Secure User Login
- Alarm Viewer
- Station Viewer
- Custom Screens Viewer
- Trend Viewer
- Standard Reports

## HT3 Mobile also solves Java Problems!

Did you know HT3 Mobile is not limited to Smart Phones? It works great on PC workstations as well! If a workstation operator does not require "SCADA administrative features" the HT3 Mobile application is a good fit.

The logo for HT3 MOBILE, with "HT3" in large black letters and "MOBILE" in smaller black letters below it, separated by a red horizontal line.

Some of the benefits of HT3 Mobile on workstations include:

- Workstations accessing HT3 from mobile providers will work more reliably using HT3 Mobile.
- No workstation setup required (meaning optional editing host file, no java install, no java policy file, etc.)
- More secure (only requires http/browser).
- The operator interface speed is faster.
- Easier to support (no maintaining Java updates).
- If you already have HT3 Mobile, you can add a link from the mobile base page to the full client base page.



WE DIDN'T INVENT SCADA, BUT WE'RE PERFECTING IT

## Tom Hogeland earns the AWWA Florida Section Manufacturers / Associates Council “Charles E. Hogue” Member of the Year Award



Tom Hogeland, Business Development Manager for Data Flow Systems (DFS), was recently the proud recipient of the 2014 FS/AWWA Manufacturers / Associates Council “Member of the Year” Award. DFS has encouraged and supported Tom in his many hours of service to the FS/AWWA MAC council and the MAC conference committee. We congratulate Tom for receiving this honor!

# Customer Testimonial

The system is humming along beautifully and CCI and myself are extremely happy with the results...

"I wanted to take a moment and extend my appreciation to You, your Staff and Company [Aqua Sierra Controls]. The manner in which your Company performed the installation and integration of the new Fresh Water Telemetry Project here at CCI Tehachapi is of the utmost professionalism and integrity. The system is humming along beautifully and CCI and myself are extremely happy with the results, and performance. Please extend our thanks once again to your crew, who worked here at CCI Tehachapi.



I can't express how satisfied we are, and professionalism of your Staff. Your staff encountered many issues, unknown to us here at CCI, they corrected them out of Professional Pride and Etiquette without a complaint, only a notice of the situation/ condition that was corrected. The staff of Aqua Sierra are true Pro's and I highly recommend this Company to anyone desiring a Project completed as perfectly as the Fresh Water Telemetry project at CCI Tehachapi. Your staff was very patient with our staff, and worked very hard to deliver a product, they can look back on with pride and build an excellent reputation for Aqua Sierra Controls Inc. The Project already exceeds all anticipation I had based on past Project performance, thank you for a job well done and the polite and professional staff sent here.

Congratulations and Thank you,

~ Darren Plumlee, Chief Engineer 1,  
California Correctional Institution (CCI)

## About



Aqua Sierra Controls Inc. is an Instrumentation and Electrical Contractor specializing in Process Control Automation for Industrial and Municipal Installations. Aqua Sierra Controls has been a Value Added Reseller for Data Flow Systems since 1996, representing the states of California and Nevada.

Aqua Sierra Controls began operations on October of 1979 as a California Based (S) Corporation. Les Watson serves as the president and RME. Aqua Sierra Controls is located in Auburn, California, just above Sacramento in the Sierra Mountain Foothills. Aqua Sierra Controls services such as design engineering, construction, service, instrumentation, and electrical. Systems Integration, PLCs, SCADA, Custom Control Panel Fabrication. Aqua Sierra Controls provide these services for municipal, public works, industrial and co-generation plants throughout California. Visit [www.aquasierra.com](http://www.aquasierra.com) for more information.



SCADA Solutions  
 RF Path Studies  
 Process Automation  
 Installation Services  
 Panel Fabrication  
 HMI Screen Building  
 Operator Training



## Upcoming Trade Shows:

Texas Water Utilities Association  
 Omni Corpus Christi Hotel  
 Corpus Christi, TX  
 Mar 9-Mar 10, 2015  
<http://www.twua.org/>

Nevada Rural Water Association 2015  
 Annual Conference  
 Grand Sierra Resort  
 Reno, NV  
 Mar 18, 2015  
<http://www.nvrwa.org/annual-conference.html>

Texas Rural Water Association  
 Renaissance Hotel  
 Austin, TX  
 Mar 18-Mar 20, 2015  
<http://www.trwa.org/>

Texas Water (TAWWA and WEAT)  
 American Bank Center  
 Corpus Christi , TX  
 Apr 14-Apr 17, 2015  
<http://www.txwater.org/>

Texas Water Utilities Association  
 Holiday Inn Center  
 Beaumont, TX  
 Apr 28-Apr 30, 2015  
<http://www.twua.org/>

California Rural Water Association 2015 Education  
 & Exhibitor Expo  
 Harvey's Lake Tahoe Casino & Resort  
 Lake Tahoe, NV  
 Apr 29, 2015  
<http://www.calruralwater.org/>

Florida Water Resources Conference  
 Caribe Royale Resort  
 Orlando , FL  
 May 3-May 6, 2015  
<http://fwrc.org/2015-fwrc/>

Texas Water Utilities Association  
 Abilene Civic Center  
 Abilene , TX  
 May 5-May 6, 2015  
<http://www.twua.org/>

Texas Water Utilities Association  
 University of Texas, Arlington  
 Arlington, TX  
 May 26-May 28, 2015  
<http://www.twua.org/>

AL/FL Joint Rural Water Conference  
 Perdido Beach Resort  
 Orange Beach , AL  
 May 27-May 28, 2015  
<http://alruralwater.com/conference/alf-1.asp>

Texas Water Utilities Association  
 Killeen Civic Center  
 Killeen, TX  
 Jun 15-Jun 18, 2015  
<http://www.twua.org/>

Georgia Association of Water Professionals Annual  
 Conference  
 Savannah International Trade and Convention  
 Center  
 Savannah, GA  
 Jul 12-Jul 15, 2015  
[http://www.gawp.org/events/event\\_details.asp?id=477966](http://www.gawp.org/events/event_details.asp?id=477966)

ISA/AWWA Water/Wastewater Controls  
 Symposium  
 Wyndham Lake Buena Vista Resort  
 Orlando, FL  
 Aug 4-Aug 6, 2015  
<http://isawwsymposium.com/>



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