

March 2020
Timber Line Tidbits

In this Issue

Kim's Corner- weathering the virus/storm
Dan's Download - Help Desk and Service visits available

Kim's Corner

Last Month's newsletter was about SCADA resiliency. Who knew we would be putting many of these ideas to work so soon! During this virus season customers are asking for additional ways to remotely monitor their water and waste infrastructures. We are also heading into lightning season which may cause more headaches for remote monitoring and electronics. Please see below for ideas that might help you!

We can help you to monitor your system and keep the water supply safe with these ideas:

Alarm call-outs:

- Redundant media for software dialers including voice, text, and outbound cellular modems
- Back-up robo-dialers that use voice messaging and copper phone lines.

Physical Security:

- Intrusion alarms
- Flood alarms
- Smoke detectors
- Heat detectors
- Motion detectors
- Freeze alarms

Cybersecurity

- Strong usernames and passwords
- Secure remote-support tunnels
- Firewalls for Red Lion OITs and SCADA computers
- DMZ zones between Industrial Control Network and Outward-Facing networks

Power Loss

- Double Conversion UPS to allow software dialer to call operators during outage
- Double conversion UPS to condition power and protect computer
- Double conversion UPS to keep Internet/DSL modems running. These may be in a different room than the SCADA computer and need a UPS
- Transient Voltage Surge Suppression (TVSS) for 480VAC, 120VAC, 4-20mA
- Transfer Switch and Generator alarm reporting

Additional ways to log into system

- Add additional Webspaces seats for iFix
- Add additional thin clients for Servers
- Use existing or new Red Lion G3's or CR's for text messaging and web hosting
- Add cellular broadband access to SCADA computer
- Add firewalls to keep intruders out

Please call us to help you implement these remote monitoring solutions!

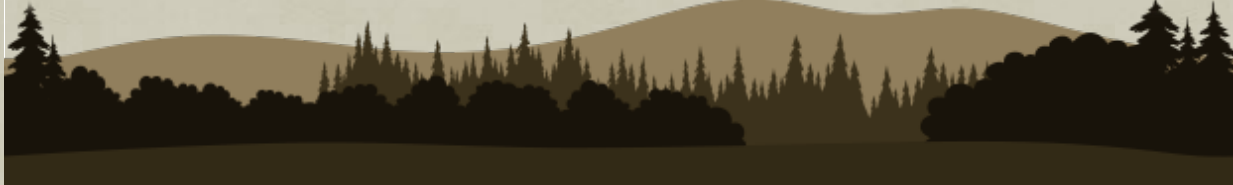
Dan's Download

YES! We are working! Timber Line is considered critical infrastructure support.

Our technicians are available for help desk support and on-site service visits. Our 24 hour emergency queue is operating. If you need to implement any of the ideas show above, or you just need a report template, please give us a call. 303-697-0440.



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