



**ENTERPRISE
AUTOMATION**
A TETRA TECH COMPANY

PROJECT PROFILE

TopView Alarm Management *City of Huntington Beach*

Client background

The City of Huntington Beach, California serves about 200,000 residents in northwestern Orange County and operates the local water utility and wastewater collection systems. Its assets include 27 sewer lift stations, 10 wells, 5 reservoirs, 16 flood stations, and 9 turnouts that resell imported MWD water to nearby cities and agencies. The City has engaged Enterprise Automation (EA) under three consecutive three year professional services agreements to provide on call SCADA integration, support, and system enhancements for the water utility department.

Project background

Operators needed a reliable way to receive and acknowledge alarms while offsite. The legacy alarm process produced unclear notifications and did not support remote acknowledgments that synchronized with the SCADA system. The City required a solution that ensured accurate alarm handling, improved operational response, and increased system uptime.

EA solution

EA implemented TopView Alarm and Notification software to deliver callout, email, and text alerts that synchronize acknowledgments with the SCADA system. EA worked with City staff to define escalation rules, documented those rules in an alarm paging specification, and reviewed and cleaned the entire alarm list so SCADA descriptions and callout messages are consistent and actionable. After validating the configuration through testing, EA deployed the new alarm notification system to both water and wastewater operations.

Project Manager



Clarence
Go

Project Technical Lead



Steven
Drooz

Key Insights:

- MultiTech cellular modems for text messaging

Key Technologies:

- TopView alarm management
- VOIP based calling