

# Emerson's SureService<sup>SM</sup> Support Helps Covert Generating Facility Avoid Lost Revenue

## RESULTS

- Quick problem resolution enabled the facility to be available for generation, avoiding potential loss of revenue.
- The on-site service team identified and resolved the problems within 24 hours.
- Emerson provided invaluable hands-on training to on-site personnel.



## APPLICATION

Customer support of the Covert Generating Facility, a three-block combined cycle plant with the capability to generate up to 1,170 megawatts of power

## CUSTOMER

North American Energy Services, New Covert Generating Company, LLC, Covert Generating Facility, located in Covert Township, Michigan

## CHALLENGE

As a merchant plant, the Covert Generating facility sells its output in the competitive wholesale markets, moving the electricity it produces through the lines of the Midwest Independent System Operators (Midwest ISO). Every day, the Covert staff offers the Midwest ISO the amount of energy available for sale and its associated cost. In early July 2005, the plant was experiencing disruption issues with the control system network. Immediate resolution of the problem was required in order for the plant to continue generating and selling power for the next few days or weeks. Delays would put operations on hold, thus causing the company to miss out on significant revenue from lost power production.

*“The recent response of Emerson’s team was nothing short of exemplary. The support from headquarters along with your on-site service engineer was fantastic. Problems were not only quickly identified and fixed, but you took the time to fully explain everything to my personnel. Again, the response of the Emerson service team was EXCELLENT!”*

**Mike Henrich**  
Plant Manager  
North American Energy Services  
New Covert Generating Company, LLC  
Covert Generating Facility

**SURESERVICE**

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### SOLUTION

When the Covert Ovation® system was installed, the site subscribed to Emerson's SureService<sup>SM</sup> customer support program. Using SureService, the North American Energy Services staff and Emerson service engineers diligently worked to fix the network disruption, but were not able to discover the source of the issue. It became apparent that a significant problem existed. A phone call to Emerson headquarters prompted senior management to enlist the help of additional resources as part of Covert's SureService contract. A specialized Emerson SWAT team was immediately dispatched for troubleshooting support. A discussion of specific system events and major concerns with facility personnel led to development of a corrective action plan. An Emerson field service engineer arrived at the site within hours to implement the remedial strategy.

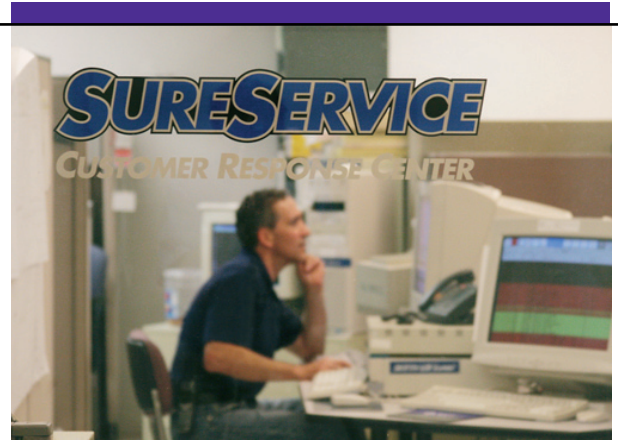
The combined team of North American Energy Services and Emerson field service personnel reviewed the problem in detail and discovered configuration and operation issues with the system's media converters and network switches. Within 24 hours, Emerson reconfigured or replaced all the media converters and various fan-out and IP traffic switches to re-enable proper network communications. Following cable connection and network fail-over testing, the Covert plant and its Ovation system returned to normal operation.

The final phase of the action plan included preparing new system layout drawings to reflect network changes, labeling all network cables, updating the system status diagram, and modifying the SNMP configuration to ensure proper monitoring of the new network configuration.

Throughout the entire customer support process, Emerson's field engineer made certain that North American Energy Services understood the steps taken to identify and resolve each issue. This provided invaluable hands-on training to the technicians and site service personnel who are responsible for operating and maintaining the Ovation system on a daily basis. Additionally, senior management stayed involved with the team to ensure a satisfactory solution.

#### Emerson Process Management

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