



# HOW ENTERPRISE PRODUCTS PARTNERS BENEFITS FROM ENERGY CONTROL SYSTEMS SOLUTIONS

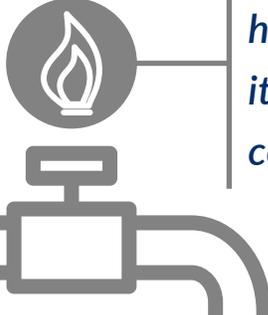
ENERGY CONTROL SYSTEMS CASE STUDY





As a provider of energy products such as natural gas, crude oil and NGLs to both businesses and consumers, Enterprise Products Partners has a duty to ensure that its services are running consistently and effectively. People heavily rely on these commodities, and extended breakdowns simply aren't an option.

Of course, providing all of these supplies demands a lot of complex equipment, all of which require constant, quality power. Energy Control Systems has been lucky enough to help Enterprise Products Partners alleviate these concerns for the past 15 years, and we couldn't be happier with this relationship.



***Enterprise Products Partners has a duty to ensure that its services are running consistently and effectively.***

## INTERRUPTIONS CAN BE MITIGATED WITH UPS UNITS

Of course, the biggest problem that needed to be avoided here was extended downtime. Due to the scale at which Enterprise Products Partners operates, the reality of the situation is that certain systems are going to malfunction. In fact, the organization currently has power outage events on a weekly basis.

While there's simply nothing to be done about this fact, it was impressed upon us that these situations should not be allowed to get out of hand. This very clearly pointed to the need for robust uninterruptible power supply units.

These devices are designed to allow for the electronic loads (computer systems, logic controllers, drives, conveyors, etc.) to transfer over to supplemental power should the

original power infrastructure fail for whatever reason. This is incredibly important because it means that services can continue regardless of what happens to the original power supply.

By enabling organizations like Enterprise Products Partners to continue production in brief outages or to give them the option to safely power down production in the instance of a prolonged power outage, UPS systems reduce downtime and maintenance related costs as well as enable immediate resumption of production when conditions are preferable.

## PERSONAL CONNECTION MAKES A NOTEWORTHY DIFFERENCE IN CLIENT SATISFACTION

Outside of the actual products being provided here, Enterprise Products Partners has also stated that a big advantage of working with us is that we give unparalleled customer service. This is a portion of our business that we've always prided ourselves on, and for good reason. A study from Aspect software found that 76 percent of consumers believe this to be a "true test" of a company's worth.

To begin, all of our customers get a dedicated sales representative for their account. This is something that Enterprise Products Partners has found to be extremely advantageous, as they have a single person to deal with if something goes wrong.

On top of that, we provide our UPS maintenance services to Enterprise Products Partners on a contract basis. This means that they receive annual preventative maintenance for all of the equipment that they receive from us. This program has been in place for around five years, and the implications are huge. We can detect problems in Enterprise Products Partners' system before they actually arise, which detracts from overall downtime.

We here at Energy Control Systems are extremely proud of our work with Enterprise Products Partners. We're always happy to see a customer's daily operations improve, and we're excited to continue our relationship here into the future.



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