



eLogger

## ELECTRICAL UTILITY

CLIENT SUCCESS STORY

### eLogger® Helps Spark Efficiency for the City of Colton

**Client**

City of Colton

**Industry**

Electrical Utility

**Location**

Colton, CA

**Number of Locations**

1

**Number of Employees**

200

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Colton, California, a city of 53,000, lies in the heart of San Bernardino County in Southern California. The City of Colton provides area residents with essential government services, including electrical power. Like all power providers, the City of Colton is subject to a myriad of state and federal regulations and compliance mandates. To help ensure it meets its obligations and operates as efficiently as possible, the City of Colton implemented eLogger as its electronic logbook solution.

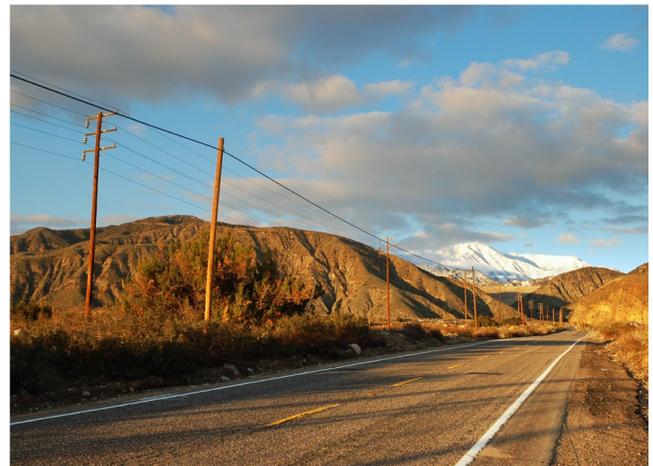
#### Zapping Handwritten Logs

"We implemented eLogger in 2013," recalls Wayne Feragen, senior plant manager for Noresco, the energy services company serving the City of Colton. "Prior to that all of our logs were handwritten. As you can imagine with manual logs, there was a lack of consistency, they could be difficult to read, and there was no way to quickly search the logs for important information."

Wayne and David Jiron, the City's operations and maintenance manager reviewed available electronic logbook solutions to find one that met the City's requirements and budget. "We looked at other applications, but eLogger proved to be the best value. It has the functionality we need, without being overly complex, and fitting into our budget," says David. "It also helped that there were so many positive recommendations from other utilities using it."

#### Fast, Simple Implementation

Implementation was fast and simple, Wayne recalls. "The consultants at eLogger offered us great support and training. They started the log setup process for us and we took over and created the ten or so logs that we use today."



#### Flexible Template Design

In addition to recording vital plant operating data such as repairs, start-up and shut-downs, air quality measurements, and production, the City of Colton uses eLogger to track visitors, including contractors, to the facility. "This is a very important use of eLogger for us," says David. "Documenting who was at the facility during what time period and the purpose of their visit is a good business practice and before this information was handwritten and hard to make use of."

eLogger templates are flexible enough that the City of Colton has also configured a log to track employee time and tasks.

#### Secure, Accessible Data

The advantages of collecting and storing logbook data electronically are clear.

"The data is backed up on our servers, and we can search the various log databases by date, name, or any other keyword," explains Wayne. "The search ability will be invaluable in the event of an audit or emergency when



# eLogger

we need accurate answers quickly.”

## Automated Reminders

The City is using eLogger to send out automated reminders and to let employees know that an entry needs to be made on a specific date and time.

“We use that same technology to remind us to complete and return our quarterly air quality reports too,” adds Wayne.

Reminders are also triggered when various entries are made, or not made, enabling Wayne and David to better monitor the plant’s activities even when they are not on site.

## Conscientious Support

The support provided by eLogger staff is superior, both Wayne and David agree. “They are always quick to respond and very open to listening to any ideas we have about new functionality,” says Wayne.

“I appreciate the way they always follow up on support calls to be sure everything was resolved,” adds David.

## Best in Class

“Of all the software applications we use here at the City, eLogger is the best in terms of functionality, ease of use, and vendor support,” says David. “It is a great product backed by a responsive, conscientious team.”

Wayne concludes, “I would definitely recommend eLogger to other utilities. The price and the functionality are right, and it allows us to operate more efficiently with better access to more accurate data.”

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### About eLogger Inc.

eLogger Inc. is an innovative technology company dedicated to developing solutions that address real-world business challenges in inventive, flexible ways.

Our eLogger electronic logbook solution replaces paper logbooks and disconnected systems—collecting and distributing real-time data about your operations to those who need to know.

In use by more than 100 facilities worldwide, eLogger Inc. solutions contribute to the safety, efficiency, and best-business practices of businesses in dozens of industries.

### Contact us to learn more:

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