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| CITY OF MOLALLA WATER  C:\Users\nlennartz\Desktop\Logos for City\2 inch Emblem Spot.jpgTREATMENT PLANT | VERBATIM GATEWAY  ALARM AUTODIALER | DATE ISSUED  AUG-2015 |
| SOP  #4 |

**Overview**

The Molalla Water Treatment Facility uses a RACO Verbatim Gateway autodialer to notify on-call staff or Treatment Operators to operational alarms at the WTP. Acknowledgement of the WTP alarms should be done by the Treatment Operators but under special circumstances a public works employee may need to acknowledge an alarm. Alarms are sent to the autodialer via the PLC controls set up by the City’s telemetry contractor.

**Location**

The Autodialer is located in the Control/PLC room at the WTP.

**Operation**

Refer to the Verbatim Gateway owner’s manual for programming and troubleshooting details. The Manual is located at the O&M bookshelf in the office of the WTP.

**Acknowledging Alarms**

To “Acknowledge an alarm press “9” during the phone call and after the chime/tone. It is desirable to acknowledge an alarm so repeated calls will stop. The Dialer will call every programmed phone number 3 times if not acknowledged. An acknowledged alarm will call out again after 1 hour if the alarm has not been corrected.

You may “DISARM” the dialer anytime you want to keep the dialer from calling out for alarms. You can also push the DISARM/ RE-ARM button to clear alarms from the dialer. Alarms will only clear if they have been corrected and no longer in an alarm state.

**Service**

For outside service, repair, or replacement contact the City’s contract electrician. Currently the City is using Cherry City Electric 503-566-5600 or cell 503-991-8767.

For Programming contact Industrial Systems Office 503-262-0367 Matt Riedl Cell 503-367-4328.