



Emerson PWS Water Automation Water Market Contacts and Link Information

Dear Valued Water and Wastewater Market Customer,

Emerson has a single organization for the water/wastewater market assigned to provide automation control systems as its charter. This group is called PWS Water Automation Solutions, a combination of the PWS "Water Solutions" group and the Remote Automation Solutions water group. (RAS is the former Bristol Babcock.) This organization is the **single channel** for all Emerson Process Management water/wastewater market sales, marketing, ordering, support and delivery of both Ovation from PWS, and ControlWave hardware and software products you may have previously ordered through Remote Automation in Watertown CT. RAS continues to operate and sell into the natural gas and industrial markets previously served, and maintains complete support for their products and market initiatives directly and through local business partners.. Our customer service team created to provide the mechanism for your interaction with PWS Water Automation is called the **PWS Water Automation "Storefront"**.

The following is our contact information to reach the PWS Water Automation Storefront:

Emerson Power & Water Solutions
Water Automation Solutions
200 Beta Drive
Pittsburgh PA 15238

Website

<https://www.ovationusers.com/ControlWave/NET/Default.aspx>

Storefront e-mail address:

PWS.WAS_Storefront@Emerson.com

Storefront telephone number: 877-826-8514

Order Status	Press 1
Orders, quotations, delivery information	Press 2
Service and Technical Support	Press 3
Warranty, Repairs, Parts	Press 4
Product questions	Press 5
Training and Registration	Press 6

Primary technical support for ControlWave is also provided through participation in the **RAS SupportNet** online web based portal. This support requires a username and password, and entry is gained through purchase of software or yearly software renewal. The link is contained here;

http://www2.emersonprocess.com/en-US/brands/remote/systems_and_software/supportnet/Pages/supportnet.aspx

We thank you for your present and past support, loyalty and participation, and we look forward to working for you to bring exceptional products and solutions to meet your automation and control expectations.