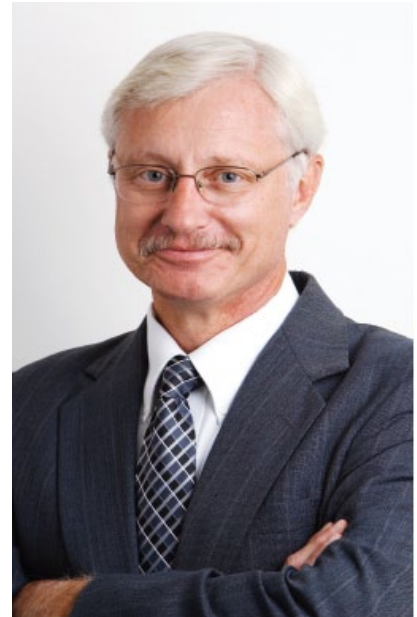




## From the Desk *of the* President

A new year is upon us and with it comes new opportunities and challenges. As a company, we achieved a great deal in 2010 and we certainly plan to carry this success into 2011. Over the past year, we have successfully provided:

- Best-in-class Support Services organization, including:
  - Improving the timeliness of our Support Services by:
    - Reducing the average age of cases in backlog to 1.3 days
    - Increasing our percentage of cases closed in 1 business day to 63%
  - Improving your access to Support by:
    - Permanently extending our normal business hours from 7am to 7pm
    - Providing you access to emergency, after-hours Support via ESC's primary business number as opposed to a separate, unpublished phone number
    - Using a call center to ensure that all after-hours calls are routed to an available Support Agent as quickly as possible and to avoid having calls go to voice mail in the event that an agent is busy
  - Tools to improve your productivity by:
    - Publishing over 1,000 Solutions in the Customer Access Portal (CAP) in order to provide you with on-demand access to knowledge that allows you to find answers to questions and solutions to issues that have been submitted to Support by other users
    - Providing you with on-demand access to your software license keys via the Upgrade Request tab in CAP
  - Improved communications by:
    - Reformatting our case resolution emails to clearly indicate what actions were taken by ESC and potentially what actions still need to be taken by the user to resolve the case
- The industry's first efficient and effective means of aggregating, parsing, reporting and presenting composite data for a fleet of stack CEMS DAS
- An easily implemented, focused solution to the electric power generation industry's GHG Reporting Program requirements which allows you to significantly reduce the amount of effort you invest in documenting your CEMS and your non-CEMS data. Many of our clients have stated that they are implementing this software with a view of it as the foundation for the larger regulatory program to come.
- An alternative hosting scenario for your CEMS DAS hardware and software, providing a much needed service to several of our clients who do not want to include "IT management of compliance monitoring systems" as an internal component of their business focus.



One of my primary goals for the company in 2011 is for us to earn your praise for more effectively communicating with you, our users. This will be a natural extension of our commitment to listening to you, to include the more complete act of communicating with you. To get us "jump-started" in this effort, Ray McCreight, on behalf of the User Group Steering Committee, visited our Austin office in December for a very valuable brainstorming session which focused on ways that ESC could communicate more effectively with our users on all levels. Specifically included in these discussions was a focus on creating better exchanges with our users concerning future plans. We will be working diligently this year to be better communicators as well as listeners.

*(continued on page 2)*

### IN THIS ISSUE

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## Greenhouse Gas Reporting Rule Deadlines Draw Near

Since EPA Administrator Lisa P. Jackson signed the final Greenhouse Gas (GHG) Reporting Rule (40 CFR 98) on September 22, 2009, there have been nine additional regulatory actions which incorporate new subparts, technical corrections, amendments and reporting deferments for certain data elements. The adage that “the only constant is change” could not be more true than with the Greenhouse Gas Reporting Program (GHGRP). In the midst of all this change, EPA has also been in the process of developing the Electronic Greenhouse Gas Reporting Tool (e-GGRT) which will be used for submitting the Certificate of Representation (COR) and for submitting the annual GHG report. Reporting entities subject to 40 CFR 98 must register and submit their COR via e-GGRT prior to January 30, 2011. The e-GGRT registration module, through which reporting entities use to submit their COR, was made available on December 15, 2010. EPA recommends that reporting entities begin the registration and COR submission process well in advance of the January 30, 2011 deadline. EPA will be releasing the e-GGRT module for submitting the annual GHG report in early 2011 in advance of the March 31, 2011, reporting deadline. Keep an eye out for more information from ESC regarding e-GGRT and the GHGRP. We anticipate many more developments...and changes!

To access e-GGRT, visit <https://ghgreporting.epa.gov>.

Because e-GGRT is a new tool, EPA is also making an additional support site available (<http://www.ccdsupport.com>). Visit this site for online help, frequently asked questions (FAQs) and other information about e-GGRT.

For more information on regulatory updates, contact ESC Support of your Project Manager at 865.688.7900.

## From the Desk *of the* President

*(continued from page 1)*

In addition to our commitment to communicate more effectively, other plans for 2011 include:

- Continued investment in ESC|StackVision 3.n series, ESC|FleetVision 2.n series software and the 88XX series Data Controller as the workhorses in the industry for addressing 40CFR75 and 40CFR60 as well as other state and local permit requirements for stack Continuous Emissions Monitoring and reporting. One focus in 2011 will be on strengthening StackVision’s capabilities with regard to Part 60 and other state and local permit reporting. The StackVision/FleetVision/88XX Data Controller combination will continue as ESC’s locally installed CEMS DAS offering with licensed ownership and an accompanying maintenance contract. In addition, a remotely hosted option will continue to be offered for those facilities that wish to take advantage of the benefits of this type of offering.
- Incorporation of new EPA GHG Reporting Program subpart reporting requirements as they apply to the electric power generation industry. Many of our clients are uncovering unexpected reporting needs as they roll up their reports to the corporate level.

Please take advantage of the many avenues that we will be providing to discuss these plans in more detail as we solicit and value your input.

Many of you have voiced questions about our Austin office. We currently have approximately 25 employees in Austin and have successfully moved into our permanent office space. Until the beginning of December, we had been operating out of office suites which were configured for short-term, temporary rentals, but we now occupy a larger office complex which has several other software companies as tenants. Therefore, we are currently on track with our plan to have the Business Development and Product Development portions of our company situated in Austin by the first of 2011. The Engineering, Regulatory Services and Support Services groups, of course, remain in Knoxville as per the original plan.

As always, let me know how we are doing!

**Jack R. Missimer Ph.D., P.E.**

## ESC Announces New CIMVision Tools Just In Time To Help With Your EPA Reporting Deadlines

ESC|CIMVision introduces a new intuitive User Interface (UI) and new tools to help your organization meet all of the EPA Greenhouse Gas Reporting Program (GHGRP) requirements. Our Greenhouse Gas (GHG) reporting software has everything that you need to fulfill the EPA's Part 98 reporting requirements for reporting emissions, including subparts A, C, D, G, V, AA, NN and PP. If you're an electric utility, you will need to report in 2011 and we provide the tools that you need to get it done.

The new dynamic interface simplifies the tasks of tracking fuel usage, fuel supplies and fuel samples. Enter and track heat input, and view hourly and summary data. Emissions reports are viewable by unit, facility or for your entire company. Users can add facilities and units directly through the UI or by using our time-saving import feature using your Part 75 Monitoring Plan XML file. Whatever your EPA GHG reporting needs, CIMVision has them covered.

Are you an ESC|StackVision customer? If so, the news is even better. CIMVision links directly with StackVision to automatically import hourly data.

In November 2010, CIMVision launched its new GHG Manager UI. ESC is now happy to provide all of our customers with the CIMTools suite of utilities within CIMVision. CIMTools provides the added capability of a Document Manager, Compliance Calendar and important links to information from EPA on GHG reporting.

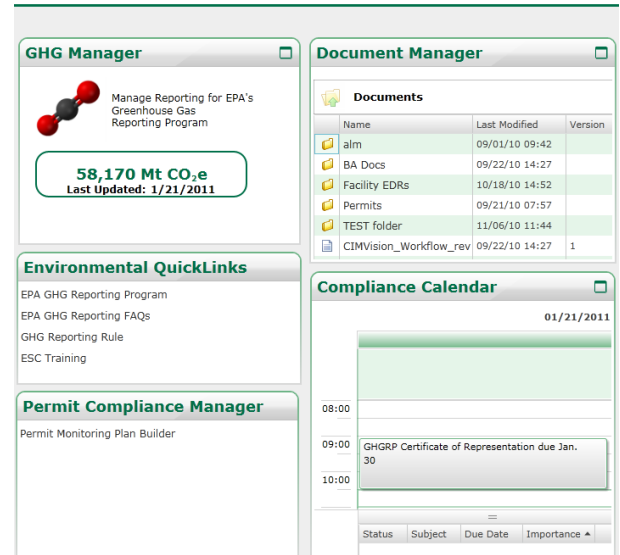
EPA is continually changing their Part 98 Greenhouse Gas reporting requirements. We keep track of EPA updates so you don't have to. CIMVision gives you the peace of mind that your calculations and reporting information is accurate and tracked historically for future use.

ESC is now offering you the opportunity to test drive CIMVision in order to see just how comprehensive and easily you can track your emissions data and fulfill your reporting requirements. With a call to ESC, you can gain access to CIMVision for a trial period at no charge.

If you have questions on how CIMVision can help you satisfy your GHG reporting needs, call ESC at 865.688.7900 or log on to <http://envirosys.com> today.

### Don't Miss ESC at EUEC

We will be at the Energy, Utility and Environment Conference (EUEC) in Phoenix, AZ for a CIMVision User Group on the evening of Monday, January 31, or you can find us at booth 601 during the convention. To register for the CIMVision User Group, please visit: <http://envirosys.com/productsolutions/cimvision-user-group.aspx>. Your registration must be submitted by January 26. We hope to see you there!

**GHG Manager**  
Manage Reporting for EPA's Greenhouse Gas Reporting Program  
**58,170 Mt CO<sub>2</sub>e**  
Last Updated: 1/21/2011

**Document Manager**  
Documents

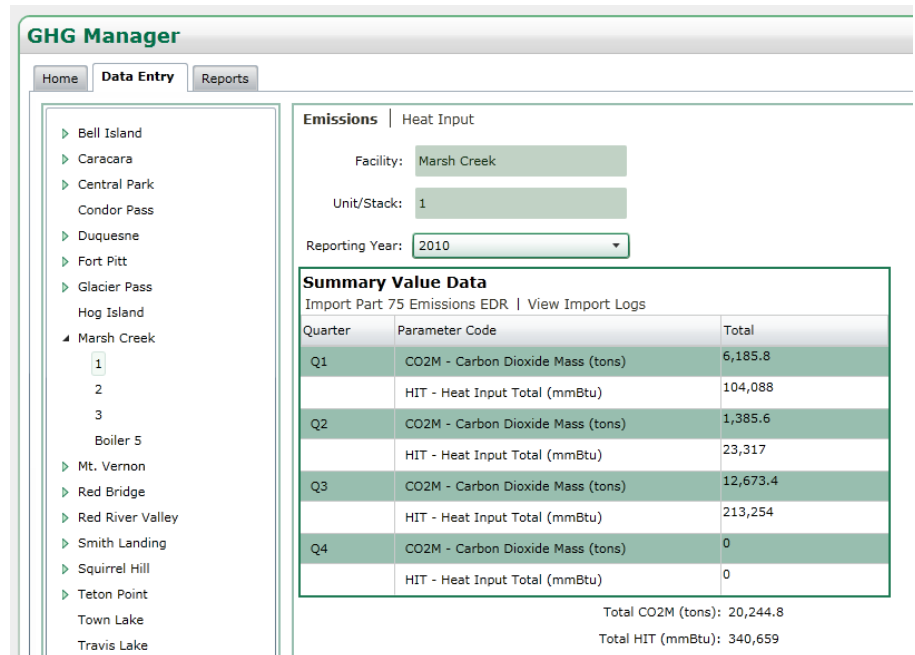
Name	Last Modified	Version
alm	09/01/10 09:42	
BA Docs	09/22/10 14:27	
Facility EDRs	10/18/10 14:52	
Permits	09/21/10 07:57	
TEST folder	11/06/10 11:44	
CIMVision_Workflow_rev	09/22/10 14:27	1

**Environmental QuickLinks**  
EPA GHG Reporting Program  
EPA GHG Reporting FAQs  
GHG Reporting Rule  
ESC Training

**Permit Compliance Manager**  
Permit Monitoring Plan Builder

**Compliance Calendar**  
01/21/2011

Status	Subject	Due Date	Importance
	GHGRP Certificate of Representation due Jan. 30		



**GHG Manager**

Home | **Data Entry** | Reports

- Bell Island
- Caracara
- Central Park
- Condor Pass
- Duquesne
- Fort Pitt
- Glacier Pass
- Hog Island
- Marsh Creek
  - 1
  - 2
  - 3
  - Boiler 5
- Mt. Vernon
- Red Bridge
- Red River Valley
- Smith Landing
- Squirrel Hill
- Teton Point
- Town Lake
- Travis Lake

**Emissions | Heat Input**

Facility: Marsh Creek  
Unit/Stack: 1  
Reporting Year: 2010

**Summary Value Data**  
Import Part 75 Emissions EDR | View Import Logs

Quarter	Parameter Code	Total
Q1	CO2M - Carbon Dioxide Mass (tons)	6,185.8
	HIT - Heat Input Total (mmBtu)	104,088
Q2	CO2M - Carbon Dioxide Mass (tons)	1,385.6
	HIT - Heat Input Total (mmBtu)	23,317
Q3	CO2M - Carbon Dioxide Mass (tons)	12,673.4
	HIT - Heat Input Total (mmBtu)	213,254
Q4	CO2M - Carbon Dioxide Mass (tons)	0
	HIT - Heat Input Total (mmBtu)	0

Total CO2M (tons): 20,244.8  
Total HIT (mmBtu): 340,659

## ESC | StackVision Version 3.1 Now Available!

Available now, ESC|StackVision Version 3.1 includes several major feature revisions based on customer Technical Advisory Group (TAG) and Customer Access Portal (CAP) input, in addition to a large number of enhancements that build upon the foundation provided in StackVision Version 3.0.

ESC recommends that all StackVision customers install StackVision Version 3.1 at their convenience in order to take advantage of the new features and be ready for expected regulatory-driven software updates in 2011. Please note that you must obtain a Version 3.1 license key through CAP and have StackVision Version 3.0 installed prior to upgrading to Version 3.1.

Details on the enhancements and fixes in Version 3.1 can be found in the StackVision Version 3.1 Release Notes, which are available for download on the ESC website at [http://envirosys.com/esc/svsupport/pages/stackvision\\_online\\_documentation.aspx](http://envirosys.com/esc/svsupport/pages/stackvision_online_documentation.aspx). The following list defines some of the primary enhancements:

- **LogBook Feature** – As compliance visibility and team collaboration become more and more important for utilities, ESC has responded by redesigning the LogBook feature in ESC|StackVision. We conducted a LogBook TAG to obtain direct customer feedback, and we redesigned the feature based on this input. The new interface is designed for easier and more thorough event scheduling and tracking.
- **Opacity Test Feature** – The new Opacity Test feature has been introduced for compliance with 40CFR60 Appendix B, Performance Specification 1 (PS-1), which covers opacity filter audit tests for Continuous Opacity Monitoring Systems (COMS). The new interface allows you to create Calibration Error tests, Response Time tests and Averaging Period tests. A new Opacity Test report is also available for you to review and export opacity test data.
- **RATA Updates** – The RATA feature has been enhanced to allow importing tests from XML files from stack testers or historical EDRs. In addition, permit test evaluation criteria has been expanded for all current 40CFR60 and PADEP specifications.
- **General Enhancements** – Many other feature areas have been improved based on customer feedback, including DataLab, CalLab, Reports, ESC|StackStudio, ProcessNow and more!

Should you have any questions, please contact ESC Support at 865.688.7900 x3.

## Save The Date – Spring 2011 User Group

From Sin City to Music City, the Spring 2011 User Group is headed to Nashville, TN. Because we understand that travel authorizations need to be made in advance, we want to give you plenty of time to plan your attendance for this event as you won't want to miss out.

The Spring 2011 User Group will be held May 18-19, 2011, at the Sheraton Nashville Downtown hotel. In addition to two days of User Group packed with important information, ESC|University will also be offering several courses on Monday, May 16, and Tuesday, May 17, so begin planning today.

What about the Shrimp & Schmooze? Don't worry, we're bringing it back, and if you had fun at the Corner Alley in Cleveland, you definitely won't want to miss the upcoming Shrimp & Schmooze. All we have to say for now is it is going to be a big bang... Stay tuned for more information on this exciting reception.

Be on the lookout for additional emails and continue to check the [User Group section](#) of the ESC website regularly for more information on the Spring 2011 User Group, including the registration form, hotel accommodations, agenda, transportation tips and more! Don't forget that you can always check out the pictures, survey results and presentations from previous User Group meetings on the website as well.

Should you have any questions, don't hesitate to contact us. Please address all User Group questions to Angie Droz at [adroz@envirosys.com](mailto:adroz@envirosys.com).



## ESC | FleetVision Version 2.3 Now Available!

What a busy year 2010 was for ESC|FleetVision! As we look back on the year, we are proud and excited of all the FleetVision accomplishments. We released FleetVision Version 2.2 which contained support for Windows Authentication, extended time intervals, the spreadsheet import assistant and more.

At the Spring 2010 User Group in Cleveland, among other suggestions, we heard that you wanted FleetVision to have more standard reports, better performance and higher visibility of ESC|StackVision connections. The feedback was taken back to our development team and a Reports Technical Advisory Group was established.

At The Fall 2010 User Group in Las Vegas, we demonstrated FleetVision Version 2.3 which includes four new standard FleetVision reports, a much improved reporting interface that facilitates the scheduling of reports, the ability to monitor StackVision connection status on a FleetVision dashboard and significant performance improvements.

In 2011, the Product Development team plans on taking the feedback from the Fall 2010 User Group to drive FleetVision development. We heard your desire for custom reporting tools and enhanced support for equations, just to name a few areas of interest. Make sure you check out the FleetVision product page (<http://envirosys.com/productsolutions/fleetvision.aspx>) for more information on how FleetVision can assist your organization in meeting fleet-wide reporting requirements.

Available now, FleetVision Version 2.3 contains several new, exciting additions including:

- Four new reports: Actuals vs. Projected, Average Data, Security Configuration and Stack Emissions
- Ability to easily schedule reports, export scheduled reports to Excel format and provide filenames for all scheduled features
- A new ESC|StackVision Connection Status object which displays constant status of all StackVision connections
- A Dashboard Refresh interval which can be configured on your dashboards in order to continuously update Dashboard content
- The full ESC|FleetVision documentation set in an online help version that can be launched from within the software. The first of several new Quick Start Tutorials are also available from the online help home screen and the FleetVision Downloads page on the ESC website.
- Enhanced Notifications feature which improves usability and processing time. The individual notifications have been expanded to include severity icons and more descriptive information, and the system now consolidates the list to eliminate duplicate entries.

This is an exciting time for FleetVision as we continue to enhance the product this year to provide you with even more data analysis and reporting tools to facilitate fleet-wide reporting.

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## You asked...we listened – ESC | FleetVision TAGs

ESC is constantly soliciting your feedback. Whether it be through Technical Advisory Groups (TAGs), User Group discussions, ESC|StackVision Dollars voting, our social media sites or any of the other communication outlets, we value your opinion as our users.

What happens to your feedback once we have received it and initially disseminated it throughout the organization? Depending on what your feedback is in regards to, a number of different things could happen, but rest assured that it never falls by the wayside.

We want to encourage all of you to continue to provide feedback, and to prove to you that we really do value your input, we have created this section which will appear in most editions of the newsletter and show you how your contributions have directly resulted in actions.

After receiving input at the Spring 2011 User Group in Cleveland that you wanted FleetVision to contain more standard reports, we took this information back home and created a FleetVision Reports TAG. In order to delve deeper into your needs, we held three meetings for this TAG, allowing us to speak with the group more openly. What was the result? Thanks to your feedback and participation, we introduced four new reports in FleetVision Version 2.3.

Your feedback is very important to us! Be on the lookout in the coming months for other instances of how user feedback helps facilitate changes on our end. Have you offered input that has resulted in a change? Feel free to share your stories with us so we can highlight them by emailing [marketing@envirosys.com](mailto:marketing@envirosys.com).

## In the Spotlight

Most of you are familiar with members of our Support, Engineering, Project Management, Regulations, Sales and Educational Services departments. You have the opportunity to interact with these people at various functions and witness their dedication on a regular basis. But we also have several employees working behind-the-scenes in Human Resources, Accounting, Marketing, Administration and Procurement for which you may not be familiar.

We are very proud of our employees and their accomplishments, and we want to recognize them so you, too, are aware of everyone who makes up the ESC team. We will use this section of the newsletter to highlight the achievements, tenure, certifications and more that make up our team.

In this edition of our newsletter, we spotlight ESC|University. There are two main components which comprise ESC|University:

- Educational Services group
- Web services which provide online learning tools and documentation



The Educational Services group develops, maintains and delivers instructor-led training sessions all over the country at customer sites, semi-annual User Group meetings and at several summits held throughout the year. Today's economic situation has forced many training and travel budgets to be significantly reduced, if not completely eliminated. The Educational Services group has taken the industry lead in providing interactive webinar training to ensure that you are still able to get the training that you need when you need it.

Mark Astudillo is the Educational Services Coordinator. With over 20 years of experience in adult learning principles and methodologies, Mark ensures that the materials developed by his staff are of the highest quality and will meet the needs of the learner. Mark works closely with ESC subject matter experts in the Regulatory, Engineering Services and Product Development groups to ensure the needs of the customers are met with technically accurate materials and relevant practical applications. Mark has been a member of the ESC team since July 2004 and has had the opportunity to train and work with over 500 control room operators, environmental managers, and instrument and control technicians.



Lakeisha Gillis joined the ESC team in 2008 and has been an integral part of the Educational Services group. Lakeisha also has experience with adult learning principles and methodologies, having been in the training field since earning her Bachelor of Science in Marketing from The University of Tennessee. As an added bonus, both of her parents retired from the power generation industry after 30 years of service. Their vast knowledge of the industry helps Lakeisha better understand the industry training needs and the best way to communicate that message. Lakeisha grasps the most technical subject matter and molds it into well received training materials. She has an uncanny ability to see the need for particular classes, and can morph several subjects and topics into hybrids classes. You should look forward to any training session you have with Lakeisha as she is a true training professional, incorporating fun into her exceptional delivery techniques.



## ESC Welcomes New Customers

2011 is off to a great start! With the beginning of a new year, there are lots of exciting changes. Among those, ESC would like to welcome several new customers to our family. We welcome PQ Corporation, Terra Industries Port Neal, Xcel Energy (Pawnee, Saint Vrain and Valmont stations) and two new units at Duke to our expanding DAS family. In addition to these, Hoosier Energy, Consumers Energy, Montana Dakota Utilities and Granite Ridge join the growing list of ESC|CIMVision – GHG Manager customers.

Please join us in welcoming these companies!

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## ESC Regulatory Specialist to Present at 14th Annual Energy, Utility and Environmental Conference (EUEC)

ESC is excited to attend the 14th annual Energy, Utility and Environmental Conference (EUEC) to be held January 31- February 2, 2011 at the Phoenix Convention Center in Phoenix, Arizona. As the leading supplier of environmental compliance software, we realize how important it is to stay on the forefront of industry-related information. That's why not only are we attending EUEC this year, but we're also leading one of the tracks. Take advantage of our Regulatory expertise and attend the Air Quality Enforcement and Compliance track, led by Brady Wassom. For a complete listing of all tracks and their presenters, please visit: <http://euec.com/Agenda.aspx>.

Visit us at booth #601 to experience an ESC|CIMVision – GHG Manager demo and earn the chance to win an iPad.

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## November/December Technical Information Letters (TILs) Recap

### TIL SV-051810 R1 .NET Framework 4 and Silverlight 4

Posted on 11.1.2010

The purpose of this TIL is to alert customers that Microsoft .NET Framework 4 will be required to run ESC|StackVision Server and Client software, and Microsoft Silverlight 4 will be required to run ESC|StackStudio beginning with StackVision versions released on or after April 1, 2011.

To read the complete TIL, please visit:

<http://envirosys.com/esc/svsupport/archive/2010/11/01/TILSV051810R1.aspx>

For a complete list of all StackVision TILs, please visit:

<http://envirosys.com/esc/svsupport/archive/tags/TIL/default.aspx>

For a complete list of all FleetVision TILs, please visit:

<http://envirosys.com/esc/supportfv/>

## Upcoming Regulatory Roundup Newsletter

We realize that many of you depend on the Regulatory Roundup newsletter as a source of important regulatory information affecting you. With GHG reporting just around the corner, be on the lookout for the next edition of the Regulatory Roundup in March.

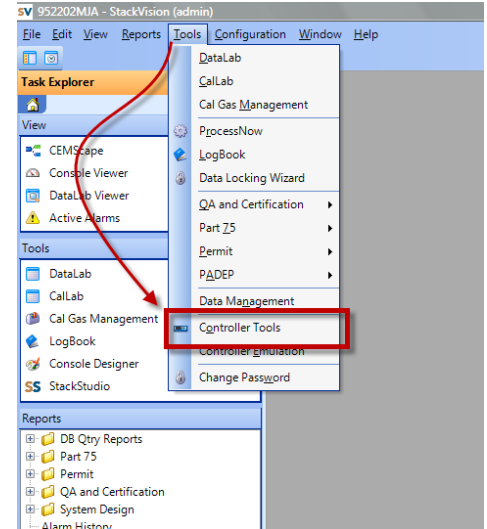
# Tips and Tricks

## Controller Tools in ESC|StackVision Version 3.1

The Controller Tools feature is one of many new features introduced in ESC|StackVision Version 3.1. This feature allows you to review Data Controller polling status, and perform download, control and data retrieval tasks. Data Controllers are usually stationed at remote areas, often quite a distance from the StackVision Polling Computer. That's where the Controller Tools feature comes in handy. Controller Tools provides a convenient method of communicating with and configuring Data Controllers using the standard client application.

From Controller Tools, you can display all relevant information about the status of your Data Controllers including the names of your Data Controllers, the last time each Controller was polled and more. Controller Tools also provides the following polling and Data Controller operations from the StackVision client computer:

- Manual retrieval of average and calibration data
- Clock synchronization
- Data Controller console emulation
- Data Controller tables downloading
- Calibration control
- Downloads to the Data Controller



Controller Tools can also be selected as a choice associated with a user's role. This is an added security feature to enable access to CEMScope but limit the actions within CEMScope.

For more information on the Controller Tools feature and other new features available in StackVision Version 3.1, go to <http://envirosys.com> and download the ESC|StackVision Users guide from the Support section.

The screenshot shows the 'Controller Tools' interface. At the top, there are tabs for 'Controller Tools' and 'CEMScope'. Below the tabs is a table with columns: Name, Identifier, Model, Enabled?, Base, Avg1, Avg2, and Cals. The table contains two rows: LOG01 and LOG02. Below the table are sections for 'Control', 'Calibration', and 'Retrieve'. The 'Control' section has buttons for 'Disable', 'Synchronize Time', and 'Controller Emulation'. The 'Calibration' section has a 'Sequence' dropdown set to 'DAILY\_1' and a 'Start' button. The 'Retrieve' section has a 'Retrieve Type' dropdown set to '001M' and a 'Retrieve' button. At the bottom, there are 'General' and 'Download' tabs.

				Retrieval Status			
Name	Identifier	Model	Enabled?	Base	Avg1	Avg2	Cals
LOG01	01	ESC8832Cv2	✓	01/22/2011 19:01	01/22/2011 19:00	01/22/2011 19:00	01/22/2011 18:58
LOG02	02	ESC8832Cv2	✓	01/22/2011 19:01	01/22/2011 19:00	01/22/2011 19:01	01/22/2011 18:58