



Michael Massey
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Reference: **Important Change in Bristol Sales and Support**

In 2006, we announced the acquisition of Bristol Babcock by Emerson Process Management and its subsequent name change to Bristol, Inc. To better serve the industries in which we operate, in 2007 we merged with Emerson's Flow Computer Division to form Remote Automation Solutions (RAS). Since that time, we have been working to leverage the very best that both of those groups offered to invent a new organization.

When we first announced the acquisition, we made a promise to all of our customers that we would deliver superior customer care in addition to best in class products, services, and solutions for SCADA and remote applications in the oil, gas, water and wastewater industries. We have also heard from our customers that they require improvement in customer contact and support. This letter is to inform you of how we are delivering on that original promise and responding to your feedback.

Over the past few years, we have been working to integrate Emerson's global resources to provide you with local service and support, when and where you need them. To that end, we are now merging the Emerson Local Business Partners (LBPs) and RAS direct sales channel. The LBP organizations are positioned to support you with local coverage and more people for greater responsiveness.

At the same time, we are releasing SupportNet, our online technical support portal, to now include Bristol® and ControlWave® products. Together, these two resources will provide you with improved and flexible options for service and support.

Emerson Process Management is pleased to announce that **Control Southern Inc.** will be representing Bristol and Control Wave products and service from Emerson's Remote Automation Solutions division for the Georgia, Alabama and Eastern Tennessee area.

Control Southern Inc. represents many other products from Emerson's Remote Automation Solutions division, including the ROC and FloBoss products, and has over 50 years of experience in automation and controls.

Emerson is very pleased to be working with **Control Southern Inc.** to serve this area and looks forward to a very successful transition of support. Please do not hesitate to contact us if you have any questions regarding this transition.

Please change your records for all future Bristol purchase orders to **Remote Automation Solutions c/o Control Southern Inc.** at their corporate office listed below:

**Remote Automation Solutions
c/o Control Southern Inc.
3850 Lakefield Drive
Atlanta, GA 30024**

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