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**CITTIO HELPS KEEP THE LIGHTS ON  
FOR NORTHERN CALIFORNIA POWER AGENCY**

***CITTIO WatchTower Selected by Leading Publicly Owned “Green” Utility to Reduce Downtime; Improve Business Continuity***

**SAN FRANCISCO, July 29, 2008** – CITTIO®, the innovation leader in automated network and systems monitoring software, announced today that the Northern California Power Agency (NCPA), a publicly owned supplier of power scheduling services for nearly 400,000 electric customers in Northern and Central California, has selected CITTIO WatchTower® for its network and systems monitoring needs. By deploying CITTIO WatchTower, NCPA expects to reduce unplanned outages and improve visibility into IT infrastructure performance to meet its business goal of 100 percent uptime, extend its business continuity practices, and comply with stringent California Independent System Operator (CAISO) regulations.

Publicly owned utilities account for approximately 25 percent of California’s electricity and NCPA is considered to be *the* alternative power company for a variety of public agencies; distributing a mix of “green” and conventional electricity for members across the state. By implementing CITTIO WatchTower, NCPA will have “single pane of glass” visibility across its entire network to proactively reduce downtime and be better prepared to take immediate action should outages occur.

NCPA anticipates CITTIO WatchTower will enable the utility’s IT department to determine which servers need maintenance, shut down power to all non-essential servers when needed, and identify the root cause of network-related problems faster--saving time and money.

Furthermore, through CITTIO WatchTower’s comprehensive maps and executive dashboards, NCPA is able to proactively monitor the health of every system, device and application on the network for effective business continuity and disaster recovery management.

“CITTIO’s reputation for empowering its customers with the ability to proactively identify problems, and efficiently manage service levels through an easily navigated user interface

made CITTIO WatchTower the obvious solution for NCPA,” said NCPA to John Sawicky, Assistant Manger, Information Services. “By automating the entire discovery, configuration and monitoring process via CITTIO WatchTower, our IT team will be able to direct their attention to other pressing matters as opposed to being chained to the maintenance of traditional monitoring software. Furthermore, CITTIO’s expertise in root cause analysis will help us to be better prepared for unavoidable downtime and implement effective business continuity practices to ensure we’re ready to take immediate action in times that require quick response.”

Due to NCPA’s limited IT resources, CITTIO WatchTower offered the utility a system that is fully automated and flexible without the dependence of on-site consultants. This was particularly vital as the IT department needed to focus on adhering to standards mandated by the CAISO, the impartial link between power plants and the utilities that provide electricity to 30 million Californians.

“CITTIO WatchTower helps NCPA’s IT staff deliver an operationally robust environment,” said Jamie Lerner, president and CEO, CITTIO. “Operational robustness allows NCPA to remain competitive and focus on its core business initiatives—delivering cost-effective, alternative green power to the citizens of California.”

### **About Northern California Power Association**

For nearly four decades, NCPA has successfully provided scale and skill economies devoted to the purchase, generation, transmission, pooling and conservation of electrical energy and capacity for its members. With the onset of electric utility restructuring, the Agency has become a primary supplier of power scheduling services for public agencies. For more information, please visit [www.ncpa.com](http://www.ncpa.com).

### **About CITTIO, Inc.**

CITTIO is the leader in automated network and systems monitoring software. CITTIO’s WatchTower product is an enterprise-class solution that uses Intelligent Automation® to effortlessly maintain a complete and up to date view of the IT infrastructure. WatchTower provides a rich suite of capabilities to prevent down time, improve performance, and diagnose outages. Sample customers include: BAE Systems; BCBS of Hawaii; Capitol Advantage; Circuit City Stores; Five Mile Capital; The Gymboree Corporation; Mervyns; National Parks Conservation Association; Pacific Sunwear; and T. Rowe Price. The company is headquartered in San Francisco. For more information, please visit [www.cittio.com](http://www.cittio.com).

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