

EXPLORE THE POSSIBLE

8 - Fault Investigations

Whole Current Metering Induction

WI 1196 – Fault Investigations

Common Types of Faults:

- Communications faults, rectification may include:
 - Upgrade antenna
 - Test with high gain antenna
 - Reset comms modem
 - Reset Meter
 - Replace communications modem
 - Replace meter (only when pre-notified for an outage as per the OFSC Work Order)
- Faulty Meter, rectification may include:
 - Investigate incorrect wiring, rectify, report findings/rectification in the work order
 - Replace faulty metering equipment
- Incorrect Meter Wiring, rectification may include:
 - Trace and investigate wiring looking for any potential wiring errors
 - Pay particular attention to possible reverse line/load wiring
 - Rectify any incorrect wiring (only when pre-notified for an outage as per the OFSC Work Order)

Review 'WI 1196 – Fault Investigations' via ShareFile

Fault Investigations

WI 1196 – Fault Investigations

Meter Fault Requiring Reset:

- A Meter Reset may sometimes be required and will generally be advised to be completed by Tech Support:

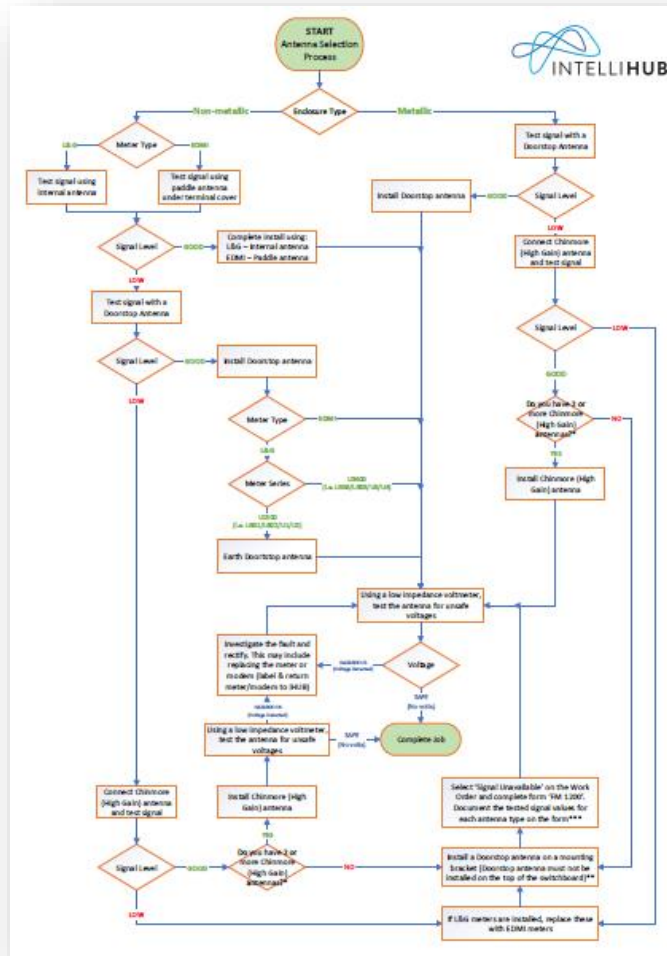
Reset Steps:

- 1) Ensure terminal cover is removed
- 2) Push and hold the select button for 2 seconds to get to 'Set B'
- 3) Hold for another 2 seconds to get to 'Set B' – Flashing
- 4) Reset will be displayed on screen
- 5) Hold select button for 5 seconds until display reverts back to Set A



EDMI Meter Reset

Antenna Selection Process Flow Chart



SIGNAL LEVELS

GOOD

L&G (4G) Cat-1 & Cat-M = ≤ 110

L&G 3G = ≤ 100

EDMI = ≥ 10

LOW

L&G (4G) Cat-1 & Cat-M = > 110

L&G 3G = > 100

EDMI = < 10

NOTES

- *Technicians are to ensure they always have access to at least 1 Chinmore (High Gain) antenna at all times. This antenna must be used for signal testing at sites as required;
- *At a minimum, you MUST notify your supervisor that you require additional Chinmore (High Gain) antennas when your stock level reaches 2
- **Following unsuccessful signal or low stock of Chinmore (High Gain) antennas, the requirement is to install a Doorstop antenna on the provided mounting bracket. DO NOT install this antenna on the top of the switchboard (i.e. do not drill an antenna hole on the top of the switchboard enclosure)
- ***ALL completed work order where signal could not be rectified and where 'signal unavailable' was selected. It is mandatory for technicians to complete FM1200 and list all antenna types that were tested and provide the corresponding signal values. Technicians must also list any site/environmental impacts which maybe affecting signal performance.

OPEN 'Antenna Selection Process Flow Chart' for review via ShareFile

Fault Investigations

FM 1200 Insufficient Signal Assessment Form

Communications Failure:

- For all sites where either a commission code or signal value is not displayed, and all additional tasks have been taken to achieve signal, installers MUST contact tech support
- Where tech support advise there is no further action to be taken and the site requires Type4A (no-comms) configuration, 'FM1200 Insufficient Communications Form' MUST be completed and a photo of this form attached to the OFSC Work Order. This form provides the required evidence to support a Type 4A applicant to the Australian Energy Market Operation (AEMO). For any sites that are confirmed as not communicating and the 'FM1200' has not been provided, a major non-conformance will apply
- List any environmental impacts (e.g. located in a gully)

NMI			Site Address					
Test Date			Test Time		Meter Number(s)			
TELSTRA			VODAPHONE			OPTUS		
3G	4G	Cat M	3G	4G	Cat M	3G	4G	Cat M
Aerial Type	Aerial Type	Aerial Type	Aerial Type	Aerial Type	Aerial Type	Aerial Type	Aerial Type	Aerial Type
METER SIGNAL VALUE POST INSTALL (if installed)								
What action was taken to achieve optimum signal strength?								
Please describe the physical and/or environmental conditions in the vicinity of the metering installation that contribute to the lack of signal on site.								
Please provide potential solutions that can solve the above issues to establish a remote connection								
Number of Site photos attached			Technician's Name			FSP		

FM 1200 Insufficient Signal Assessment Form