THE METERING CONNECTION NEWSLETTER

Radian Software Team pictured from left to right: Randy Styborski, Chad Marcum, Stephen Rose, Mark Ludington, David Glinski, Dave Bobick, Anthony Stephenson, Richard Further, Tom Van Valkenburgh

Radian Research Offers Industry Leading Software Solutions

The recent combination of Radian and Watthour Engineering creates one of the most innovative and respected software teams in the power and energy industry. Our expertly staffed software team is well suited to provide accurate energy measurement testing solutions for all classes of electricity meters.

Should you require hardware automation, asset management, documentation and record keeping we have the software solution. Our software solutions provide comprehensive features that simplify meter testing, increases test throughput while minimizing equipment downtime.

For over thirty years we have provided innovative leadership in software development to the power and energy measurement industry. Our software team has a combined total of over one hundred years of experience and provides the most comprehensive team of software professionals to the electric utility industry.

Below are a few of our software offerings, including some value added benefits they provide. Each are listed with a short description of functionality and ease of use.

Winboard™ is loaded with features to make complex testing tasks simple. Helpful software "Wizards" walk you through even the most difficult procedures like demand and standards compare testing. Test sequences are easy to select, and each is color-coded so you don't have to struggle visually to separate series and element results. A simple selection takes the guesswork out of picking the right service type. All of this is built on a common user interface that is easy to learn and use regardless of the model test board you are operating.

Winboard features are:
- Industry standard presets for form numbers and test parameters, including KWH testing, demand testing, and standards compare testing.
- The Hyper Sequence™ feature allows the user to set up, run, and save a virtually unlimited number of tests on a meter in any quadrant (Watt, VAR, Forward, or Reverse depending

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on your testboard's capabilities) with a single test sequence.

- WATT-Net™ support allows meter test data and other user-specified information to be transmitted to a central PC.
- Versatile barcode data entry options (AEP standardized barcode) and data export features streamline data entry and help organize your test information.

RR-MobileSuite, used with RD Reference Standards software, adds the ability to directly save test results to your computer's hard disk. The software is a simple, yet extremely powerful tool.

RR-MobileSuite features are:

- Metrics enables the user to view and manipulate views of all measurements, including: Instantaneous, MIN/MAX, and Accumulating.
- Configure enables setting and control of various device parameters.
- Meter Test initiates performance testing of revenue meters.
- Standard Test testing up to three secondary standards.
- Vectors graphically display three-phase vector diagrams with flexible display settings.
- Harmonics provides total harmonic distortion (THD) for all three phases of voltage and current waveforms, displays amplitude and relative phase angle data up to the 64th harmonic, and provides graphical representations of all harmonics information.

WATT-Net provides communications over the local area network to transmit meter test data and other user-specified information to a central PC. Individual meter records may then be retrieved and organized for quick report generation. WATT-Net gives the user convenient storage, access, and the ability to download test information from a central PC.

WATT-Net features are:

- TCP/IP communications for transmitting/receiving data from remote locations
- Automated importing and exporting to any number of different formats.
- Schedule automated data exports for upload to utility mainframe

- Database records customized for each utility customer
- Exporting data easily into commercial data bases and spreadsheets

WATT-Net Plus™ tracks your metering equipment over its life cycle and enhances or automates most meter shop functions, including receiving, shipping, box and pallet functions, clerical and administrative functions, transformer testing, purchase order tracking, manufacturer and contract test data import, full separation of data and functions for multiple operating companies, custom barcode printing and scanning, AMR module tracking, tampered case documentation, metering assembly tracking with automatic multiplier calculation.

WATT-Net Plus features are:

- Receiving and shipping data
- Clerical and administrative functions
- Transformer testing
- KW/Run time board automation
- Manufacturer and contact test data import.
- AMR module tracking

For more information about Radian's industry leading software solutions visit www.radianresearch.com.

Radian Customer Service Improvements Provide Increased Value for Customers in 2012

Customer Service Team discuss a customer solution. Pictured from left to right: Tom Calloni, Julie Rushmore Jeff Kemble, Dan Robertson

In 2011 the Customer Service Lab at Radian Research went through many changes as a part of a continuous improvement plan for customer care.

In April a kaizen event was held to make the process of issuing an RMA more efficient for both our customers and Radian. Starting with the initial inquiry from our customers, the entire process has been reviewed and both immediate improvements and future goals identified.

A second kaizen event was held in July; this time the Customer Service Lab itself was the focus. It was completely re-arranged to make the workflow in and out more convenient, as well as to increase visibility and traceability of where each unit was at in the service process. Now there are designated areas for all stages of the process from arriving RMAs, equipment that is ready to return ship, and items that are on hold.

In August, the Service Coordinator job was created to further streamline the process. Now, customer support needs (other than technical assistance) are all handled by the same person, reducing confusion and increasing response times.

All of these events contributed to improving Radian's responsiveness to customer requests and improve our turnaround times in both recalibrations and repairs. These improvements couldn't have been accomplished without the dedicated employees who are a part of the Customer Service Team.

Demo Equipment Available for Purchase

Radian Research currently has the following refurbished sales demonstration units available for sale at a discounted price:

Model 505 – Transformer Analyzer

The 505 Transformer Analyzer measures current transformer (CT) admittance, CT ratio, CT primary-to-secondary phase angle and the voltage, current and phase angle of the service. With the 'Burden CT/PT Option', it determines the CT secondary burden capability, the regulation of the potential transformer (PT) and its secondary burden capability and provides for CT core demagnetization.

Model 453 Phantom Load

At just a fraction of the size and weight of conventional loads, the 453 can supply up to 50 amps of current for the Open-Link testing of all Single and Polyphase meters.

Discount pricing is available, based on the age and functionality of the unit. To obtain additional information on purchasing these exdemonstration units, contact Radian Research at:

Email: radian@radianresearch.com
Phone: 765-449-5500

Radian Appoints a New Regional Sales Manager

Jerry Sauer

Radian Research is pleased to announce that Jerry Sauer has joined Radian as Regional Sales Manager. Jerry brings 30 years of innovative sales and engineering experience, representing products that supply the power and energy industry. Professional positions Jerry has previously held include Application Engineer, Product Development Engineer, Electrical Engineer, Product Marketing Engineer and Regional Sales Manager. At Radian Research, Jerry will be actively involved with sales within the United States. Jerry will play a key role in expanding Radian's power and energy measurement market.

Contact Jerry at:
Phone: 765-430-8016
Email: jsauer@radianresearch.com

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Radian Research Attends Industry Events

Radian Research travels worldwide attending numerous events in an effort to provide information and support to the energy measurement industry. The following is a list of events Radian will attend in the near future. Radian encourages you to attend these informative events and take the opportunity to meet with us as well as other Radian customers.

EEI Spring Meeting
April 1-6   Newport, RI
            www.eei.org

Heartland Meter School
April 3-5   Wichita, KS
            www.heartlandmeterman.org

Metering China
April 18-21   Guangzhou, China
            www.meteringchina.com/en

Metering Central America & Mexico
May 15-19   Mexico City, Mexico
            www.meteringcentralamerica.com

cross-platform software upgrade. By utilizing this software on your existing equipment you will have access to features such as easy installation, simple operation, and compatibility with the latest computer and operating systems for a limited investment. Once the upgrade is installed, you will be able to control six units from one central computer.

If you upgrade to one of our shop test systems within two years, we will deduct the full purchase price of the cross-platform software upgrade from the cost of the new hardware.

Winboard features are:
• Test meters on legacy UTEC units with easy to use and fully supported Winboard meter testing software.
• Manage your data with WATT-Net's test record management and report generation features
• Works on any UTEC 62X and 441 calibrators
• Control a combination of up to six UTEC and WECO units from one computer

If you are interested in exploring the many benefits this software can provide, you can acquire a 90-day demo disk at no charge. To receive your copy please contact your Radian representative or visit www.radianresearch.com/contact.php and select Winboard 90 Demo from the drop-down menu.

Tech Tip

Winboard 90 Day Software Demo

Now you can leverage the meter testing and record management of Winboard and WATT-Net software on legacy UTEC 62X series and 441 calibrators with our

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