Sensus Events

The Sensus system uses a point to point tower based system. Because of this method, there are some important things to note when looking at events.

Power Outage / Restore

A Power restore alarm without a power fail alarm can be an actual power outage or can be a meter processor reset. A processor reset can occur because of a voltage dip or other power quality issues where in most cases the customer would not notice. The only sure way to know the customer has had an outage is by seeing the power fail alarm. During significant outages, the outage alarm will not be present for all of the customers experiencing an outage. This is due to a large number of alarms coming in at one time, and the towers (TGBs) not handling the volume of these messages.

Outage and Restoration Events

Outage and Restoration events indicate that a meter has lost power or power has been restored to the meter. These events are sent at the time of occurrence to the gatekeeper, and the gatekeeper forwards these to WPPI. The ability for WPPI to receive the events is dependant on the gatekeeper being powered up.
NorthStar outage integration is available, and when enabled, causes an outage service request to be created in NorthStar for any outage event that is received, and the closing of that service order when a restoration message is received. Part of the outage integration is a public facing map that shows any open outage service orders that are in NorthStar.

Commonly Reported Sensus Events

Event	Description	Action to Resolve Alert
Brownout	The voltage for the meter has dropped below the brownout threshold for length of time	Change the voltage threshold for the brownout alarm or change the voltage source to one with more reliable and consistentvoltage
Click Count	The meter is currently undergoing transformer breaker operations	Change the voltage source to reduce transformer breaker operations
Clock Error	The meter's clock failed	Self-correcting. Contact Support if this persists
Configuration Error	The checksum of the configuration data table cannot be verified	Reconfigure the meter. The reconfiguration can be done on-air
Demand Overload	The demand value is higher than the programmed value	Self-correcting. On-site visit may be necessary
Hot Socket	The meter's internal temperature has exceed the temperature threshold	On-site visit is required to investigate the meter socket
Low Battery	The meter's battery has a low voltage. This will also appear if the battery is missing	Self-correcting. On-site visit may be necessary.
Meter Read Failure	The meter could not be read due to no response, bad CRC/Checksum/Parityor invalid data	Re-read the meter. Replace the meter if the alarm continues
Over Class Amps	The current flow exceeds the rated class amps	The alarm will reset when the voltage average window reset. Depending on the length of the window, this could take some time to resolve itself.
Over Voltage	The average RMS Voltage has exceeded the threshold	The alarm will reset when the voltage average window reset. Depending on the length of the window, this could take some time to resolve itself.

Power Fail	The meter does not have any AC power	The alarm will auto resolve when the AC power is restored. If the power has been restored but the alarm persists then an on-site visit is required to investigate the status of the meter
RAM Failure	The RAM checksum test failed during boot-up	Automatically cleared when a static setup is performed
Reverse Energy	Reverse power flow has been detected continuously	on-site visit is required to investigate the reason for the alarm
ROM Failure	The meter cannot access the EEPROM	On-site visit is required
Self-Check	The meter failed the self-check during reboot	Self-correcting. Contact Support if this persists
Tamper	The meter's orientation has been moved or the cover has been opened	On-site visit is required to investigate the status of the meter