

Error 600

RMSC Meeting
April 2nd , 2009



- In early 2008, the metering group was made aware of the error 600 in the ION 8500/8400/8300 through a *Customer Satisfaction Bulletin* from Schneider Electric (bulletin dated June 20, 2006).
 - The description is that an event log 600 error code indicates the meter reset without undergoing a proper power down sequence. On rare occasions the meter “hangs” while attempting to reset itself. When either situation occurs, a 600 error code is logged in the meter’s event recorder. The customer may observe an invalid interval of data in the case of a meter reset, or loss of data during the time the meter was in the hung state.

- Since May, the IESO has been issuing clock error and interval tolerance MTR (G01/I04).
- MSP's noticed an increase in MTR's related to this error type, averaging 125 errors per month
- MSP's expressed their concerns of the increase of these error types to the metering group.

- From November 2008 to February 2009, all clock error and interval tolerance validations failures were reviewed by Metering Group.
 - If an error 600 is present in the ION meters Event Log, MTR is released.
 - Approximately 100 MTR's issued

- At the December 04, 2008 MSP meeting, Schneider Electric were invited to speak to the issues being experienced with the ION meters.
 - Initial DRAM Failure on ION 8300, 8400, 8500 meters
 - “Oxide Pin-hole” failure
 - Batch dependant, manifests over time and with operating temp
 - Schneider has identified an additional failure mode of the same DRAM component
 - Internal to chip component
 - Anticipated failure rate not completely understood
 - Unfortunately, there is no way to predict if a unit is likely to fail due to this issue

- Symptoms
 - Reset/cycling of meter
 - Event log entries, usually including a “600 Error”
- Schneider Electric continues to investigate this failure to determine cause and anticipated failure rates. They also recommended that all ION meters be removed and have repairs made.

- The following recommendations were put in place from the meeting;
 - The first occurrence of the error 600 MTR is issued and acknowledged by the MSP. If meter is operational the MTR is requested to be closed.
 - If the meter has another occurrence of the error 600, the expectation is that the meter is to be replaced.

- Where the IESO becomes aware that a metering installation has gone out of service, is defective or malfunctions, the IESO shall:
 - where the outage, defect or malfunction relates to any portion of the metering installation other than an instrument transformer, direct the MMP to ensure that the metering installation or the defective portion is replaced or that repairs are made as soon as practicable and in any event within 2 business days of the date of notice...

