Residential Neutral Fault Detection

Distributed Intelligence

Keep your customers safe while reducing costs—in real time!

The Itron Network and Distributed Intelligence bring new capabilities not previously seen in the industry—the ability to detect loss of neutral on three-wire residential service, in near real-time.

Broken neutrals are difficult to detect until they become a safety and/or voltage problem. Laborious visual inspections and voltage tests and measurements are still the most frequent means to detect broken neutrals.

The Itron Network and Distributed Intelligence, with the ability to process and analyze very high-resolution data, take a new approach to detecting broken neutrals. Due to the type of data that must be analyzed, no other competitive system available on the market can detect these types of conditions.

The Itron Network and Distributed Intelligence platforms proactively detect broken neutral and poor ground conditions as they are developing on the customer side of the transformer so that potential safety problems can be identified and corrected as quickly as possible.
The Value of Residential Neutral Fault Detection

» Detect faults before they become a larger safety and/or voltage problem, avoiding laborious visual inspections and local testing while keeping your customers safe
» Reduce resolution time and lower costs by pinpointing the exact problem
» Avoid customer equipment damage
» Improve safety and customer service via proactive identification and local action capability (disconnect)

CONFIGURATION

All Distributed Intelligence applications have extensive configurations, allowing Itron personnel to make environmental and algorithm adjustments via a Configuration Change Request SaaS workflow including the utility. Some configuration parameters are exposed to the utility as is needed to allow self-management. All configuration parameters have default values.