

Remote Disconnect

Enhance customer service and reduce operational expenses



The RD-1000 enables a utility to remotely start and stop service. Instantly. The result is a new level of operational control and painless way to ensure revenue.

The RD-1000 collar installs between the meter socket and the Tantalus smart meter, and operates seamlessly within the two-way TUNet network. It adds a new level of operational control to Tantalus' rich feature set and can also serve as the linchpin in pre-paid billing programs and basic load control initiatives.

The RD-1000 is a powerful revenue collection tool and smart, ROI-proven investment. Unlike paging networks, there is no extra cost for activating the Tantalus service. TUNet also instantly verifies that the disconnect or reconnect command has been received and executed. A device can be re-used time and time again without reprogramming, and can be surgically deployed anywhere within the wireless TUNet network.

DEMAND RESPONSE

Meter disconnects and reconnects don't have to be a daily struggle and chronic drain on resources. Tantalus offers a rapid, reliable, and financially practical way to remotely disconnect and reconnect seasonal properties and delinquent accounts, whether they're around the corner or at the most distant edge of a service area. The RD-1000 provides quick, non-intrusive disconnection and reconnection of residential customers via TUNet®—the Tantalus Utility Network. Service can be stopped and restarted remotely, without field staff intervention. An authorized user simply identifies the customer and activates the option on the point-and-click interface from the operations or customer service center. Power ceases (or starts) instantly. An optional manual reset provides customer control and prevents utility liability. When power is ready to be restored, a customer is notified by the utility and can then restart service with the simple push of a button.

TANTALUS ADVANTAGES

- Eliminates meter disconnect / reconnect labor and travel costs; enables a utility to efficiently manage high-turnover apartment buildings, dormitories, and vacation properties
- Mitigates administrative burden associated with chronic late payments; helps a utility quickly recoup costs from customers in arrears
- Improves safety; reduces staff exposure to potentially dangerous situations and prevents service delays caused by weather, locked gates, and other hindrances
- Easy-to-use software tool:
 - no complicated procedures for initiating action
 - safeguards to prevent unintentional power cut offs
- Optional customer-initiated manual reset prevents power from being turned on in potentially dangerous situations such as when an iron or stove is on
- Quick and easy installation; operates on existing TUNet wireless network
- Status report verifies whether power is on, off, or awaiting reset

Meter Forms Supported

- Form 2S; compatible with all Class 200 installations

Power

- Supply: 240 VAC from AC line mains

Approvals / Standards

- Safety tested to ANSI C12

Environmental

- Operating temperature range: -40° to +185° F / -40° to +85° C
- Operating humidity range: 5% to 95% non-condensing

Physical

- Dimensions: 7" W x 7" H x 5.25" D
17.75 W x 17.75 H x 13.3 D cm
- Weight: 3.3 lbs / 1.5 kg

