

## **Issue with EDMl Mk7A/7C/10D meters with firmware version 1.411 or earlier**

Dear provider,

In early 2016 we identified a potential systemic issue<sup>1</sup> with EDMl Mk7A/7C/10D meters with firmware version 1.411 or earlier. As of April 2016, there were 22,797 of these meters in the field.

This practice statement outlines the issue and suggests how retailers can assist in resolving this issue.

### **The issue**

The issue is a doubling of the value of the accumulated total shown on the meter register display.

The issue happens only in certain known circumstances. These are when:

- An EDMl Mk7A/7C/10D meter has firmware version 1.411 or earlier installed,
- There is no power to the meter before and during a time of billing reset (generally midnight), and
- When power is restored to the meter, the supply is interrupted (i.e. with stuttered power) and stops the meter from starting up correctly.

The meter records electricity use accurately before and after the issue occurs. It also passes a meter test if tested after the fact.

The issue was identified by Advanced Metering Services (AMS) several years ago, and AMS sent a remote firmware upgrade to all affected meters. The 22,797 meters which still have firmware version 1.411 or earlier installed did not receive this remote upgrade – most likely because they were not in an area with cell reception.

### **What is being done to resolve this issue**

AMS is actively working to resolve this issue by upgrading the firmware in the affected meters and creating processes to prevent similar issues in future. Some meters can now be upgraded remotely, and some will need to be upgraded manually due to a lack of cell coverage or environmental factors.

This issue may continue to occur until all meters with firmware versions 1.411 or earlier have been upgraded. I believe AMS aims to complete this process within the next six months.

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<sup>1</sup>General Rule (GR) 48(e) allows me to publish reports about systemic issues in the Utilities sector. See the appendix to this report.

## How retailers can assist

I encourage retailers to assist in resolving this issue by:

- Actively engaging with AMS to upgrade the affected meters as soon as possible
- Alerting staff who deal with complaints and metering about the issue.

If you have any questions about this practice statement, please contact Tim Foote on 04 914 4523 or email [t.foote@utilitiesdisputes.co.nz](mailto:t.foote@utilitiesdisputes.co.nz)

Yours sincerely,



Nanette Moreau  
Commissioner

## Appendix – Excerpt from the General Rules of the Energy Complaints Scheme

- 47      *As well as resolving complaints, UDL may carry out activities it may consider appropriate to support its services and with the aim of promoting good practice in relation to handling of Complaints and public confidence in dealing with Providers.*
- 48      *These activities may include (but are not limited to):*
- ...
- e      *collecting and analysing information and data about Complaints and their handling and about the Utilities Sector, and using those to monitor, prepare and publish reports about trends, practices and systemic issues in relation to a particular Scheme or all or part of the Utilities sector;*

A full copy of the Scheme document (General Rules and Scheme Rules) is available on the website at [www.utilitiesdisputes.co.nz](http://www.utilitiesdisputes.co.nz) or by calling 0800 22 33 40.