

THE METERING CONNECTION

NEWSLETTER

Radian Introduces New Service Care Plans

Radian is proud to introduce new service solutions that provide extended benefits to the customer. The new Radian Service Care Plans offer cost saving, speed repair turn around time and provide a trouble free service experience. Care Plans are designed to fit any customers requirement or budget. All services are performed by Radian's team of technical, repair, support and calibration professionals. Our service lab is perfectly positioned to provide the very best service for your Radian product. No one is more qualified or knows your Radian product more completely.

Radian offers services that add value to ownership of your Radian product and can supply solutions to your company's needs. These include real-time customer and technical phone support and a support section on the Radian web site. Other services include complete recalibration and recertification on Radian and non-Radian equipment, and an expert Service Lab for repairs and upgrades with service personnel totaling more than 160 years of combined experience. In addition, webinars, on-site training and at the Radian facility are available.

When you register your new Radian product, via our website, you automatically become part of the Blue Care Plan that extends the one year warranty issued with your purchase to a full two years at no cost. In addition you have the opportunity to purchase the benefits of three other outstanding care plans. The

RADIAN CARE BENEFITS CHART	BLUE (new)	SILVER (new)	SILVER (existing)	GOLD (new)	GOLD (existing)	PLATINUM (new)	PLATINUM (existing)
3 Recalibrations and Recertifications		X	X	X	X		
5 Recalibrations and Recertifications						X	X
Standard 2 Year Warranty	X						
+1 Year Warranty		X		X			
3 Year Warranty			X		X		
+3 Year Warranty						X	
5 Year Warranty							X
On-site Training				X	X	X	X
"Hot-line" Telephone number						X	X
Discounted Product Training				X	X	X	X
"First on Bench" Priority Repair(3 day) and Recalibration(1 day)						X	X
Access to On-line RMA Scheduling	X	X	X	X	X	X	X

three optional plans available are Silver, Gold and Platinum. These plans provide additional benefits and protection, discounts on training and comprehensive recalibration and recertification packages. The following are value enhanced benefits offered by the Radian Care Plans.

- Hotline Telephone Support
- First on Bench Service
- Latest Update Implementation
- Discounted Product Training
- Recalibration and Recertification at Reduced Cost
- Extended Years of Warranty Coverage

Plans are available for new or existing Radian products. Customers choose these plans for their convenience and cost saving advantages. If you are interested in the benefits our plans offer, contact your Radian Representative or phone (765)449-5500 for details.



Utilities Conduct Beta Site Evaluation of Radian's New Field Test Kit



Radian Research has been performing on site testing and customer evaluations for our newest generation meter field test kit. We believe it is important to get real world customer feedback. Beta site testing of prototype product is just one of many ways to ensure our solution meets the customer need.

Here are the top recommendations that our customers have requested in a new field test kit:

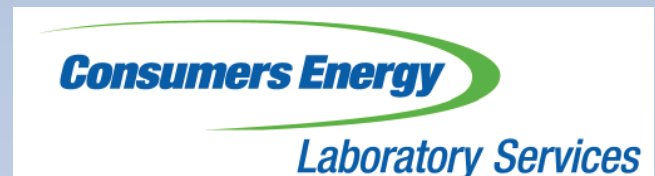
- Light Weight < 30 lbs
- Safety and Ease of Use
- Single and Polyphase Support
- Closed Link Test Compatibility
- Wide Voltage Range - 69 to 480
- Look and Feel of New Technology
- Independent Testing - With or Without PC

With this feedback Radian is creating a new series of field test kits that will encompass all the top recommendations.

If you would like to know more about this exciting new series of test kits, please contact your representative or Radian directly at 765-449-5500.

Look for Radian's Bantam series of field test kits. We will be introducing Bantam Lite in the second quarter of 2011!

Radian Congratulates Consumers Energy on their Centennial Celebration



A century ago, a small team of employees donned thinking caps to develop a new service for Consumers Energy, a growing and enterprising utility based in Jackson, Mich.

Their collective brainpower resulted in the formation of Laboratory Services, a pioneering department that provides technical expertise for chemical and electrical testing.

In 2011 the lab celebrates its centennial and begins a new century of service.

Radian congratulates the lab and its employees on their success. In the future as in the past we hope to continue to be a part of their success by supplying Consumers Energy Laboratory Services with solutions and equipment to fulfill their power and energy measurement needs.

Product Spotlight: RD-3X Three-phase Analyzing Standard

The Radian Three-Phase Analyzing Standard is packaged in a robust case and features the performance of the Radian Research RD-3X family of reference standards.

The Analyzing Standard provides unsurpassed accuracy, functionality, and ease of operation.



Radian's Analyzing Standard is so versatile that the functionality is like having three instruments in one. The standard is the ultimate instrument for on-site accuracy testing of electricity meters, performing power quality analysis, testing CTs, and site wiring confirmation. The Analyzing Standard is designed to work with customer load or a stand-alone current source.

Features:

- Selectable accuracy classes 0.01% -0.04%
- Four quadrant measuring instrument for Active, Reactive, and Apparent power measurements
- Optional built-in computer with touch screen and anti-glare color display
- Analysis up to the 100th Harmonic
- Data Storage and Transfer
- Wide measuring range with autoranging potential and current inputs
- Integrated MobileSuite analysis software

The RD-3X Analyzing Standard is shipped from the factory with Radian's MobileSuite software pre-loaded. MobileSuite allows the user to easily select the configuration, testing or analysis routine to be

implemented. The Analyzing Standard is versatile, accurate and user friendly this makes them the perfect choice for metering professionals.

Radian 2011 Sales Conference

In early January Radian hosted the 2011 Sales Conference. Radian representatives from around the world were in attendance. The three day event focused on creating value and supplying solutions for our customers. Themed on Indianapolis 500 racing, attendees gained valuable knowledge of winning meter test solutions.

The meeting slogan was "Take the Fast Track Radian 2011". With that slogan in mind the representative embarked on a multiple day learning experience. Subjects included company overview, value selling, new product introductions and hands on training covering both legacy and newly introduced products.

At the close of the event, it was obvious that both the Radian sales and marketing team and the field representatives walked away with an enhanced understanding of providing value and solutions to our customers. Radian is dedicated and focused on providing solutions to the power and energy measurement community that are second to none.



**Radian Sales Conference at the Indy
500 Speedway Indianapolis, Indiana**

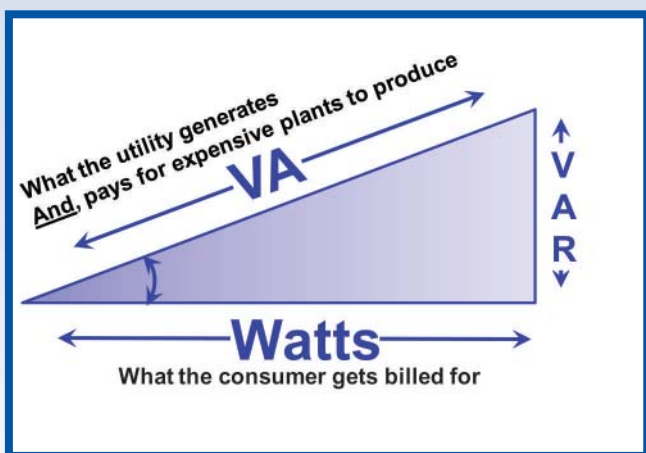
Tech Tip

VARs usage through use of energy conservation devices

Utilities are starting to bill customers based on power factor (VARs) usage, with some surcharges starting when power factor drops below 85% $\theta > 30^\circ$ in the power triangle shown below. Customers are rapidly increasing their VARs usage through the use of energy conservation devices such as compact fluorescent lights, light dimmer switches, switched mode power supplies in computers, etc. However, there is no ANSI standard yet defined for measuring VARs.

When harmonics are present, the VAR value measured using different meters can vary by 30x and more. And, in some cases the meters may indicate power is being delivered, while other meters indicate received power. Because the new Radian RS-933 makes it easy to create waveforms with harmonic content, utilities can easily use the RS-933 to characterize the VARs capability of new smart meters they are evaluating.

For more in-depth information on this subject Radian has a white paper available. To view this document visit the Radian web site at <http://radianresearch.com/pdf/harmonicmetercal.pdf>.



Radian Research Attends Industry Events

Radian Research, Inc. travels worldwide attending numerous events in an effort to provide information and support to the energy measurement industry. The following is a list of events Radian will attend in the near future. Radian encourages you to attend these informative events and take the opportunity to meet with us as well as other Radian customers.

Rocky Mountain Meter School

Mar 14-17 Fort Collins, CO
www.acced-i.org/RMEMA

ECNE Meter School

Mar 14-17 Providence/Warwick, RI
www.ecne.org

Southeastern Meter School & Conference

Mar 21-24 Auburn, AL
www.semeterschool.com

EI/ANSI Spring Meeting

April 3-6 Louisville, KY
www.eei.org

Heartland Meter School

April 4-7 Wichita, KS
www.heartlandmeterman.org

NWPPA

April 4-8 Reno, NV
www.nwppa.org

Metering China

April 18-21 Guangzhou, China
www.meteringchina.com

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