

CASE REPORT - EB-06-AT-053

Run Date: 8/27/2009

Start 6/26/2006 Susp. Status: CLOSED HQ SolDate: Agent: ~~_____~~

COMPLAINANT		SUBJECT	
Name: _____			
Company:			
Address: _____			
City: _____	ST: GA		ST:
Geo: _____	Zip: _____		Zip:
Phone: _____	Aux:		Aux:
Email:			
P_Address:			
Notes:			
CGeo: Allanta	Safety Non-Safety	:SGeo	None :Special
Freq:	Complt NO	:Freq	:Local
Call:	IX YES	:Call	:Master
Method: Archived	Confide NO	:FRN	:ASR
Entity: Archived	Cong. NO	Archived :Entity	:Lat.
To: Archived	InfoTrs NO	Archived :From	:Long
		:Utility	:XCityS

ix to 750 kHz AM broadcast, resulting in constant squeal

WORK EVENTS

EventDate	Agent	Event Type	WeUtility
6/26/2006	_____	OPEN	
<p>Prob. Resolution: Received email from RD which was forwarded by _____ about a squeal being heard on radio station WSB-AM 750 kHz. No other am station is affected. The neighbor also gets the ix. The power company has not found any problem. They believe it is coming from a neighbor's computer. The neighbor had her computer checked and nothing was found wrong (all 3rd hand info). I talked to _____ and told him we would investigate, probably 6/28/06.</p>			
6/28/2006	_____	ON SCENE	
<p>Prob. Resolution: _____ visited the complainant and used a hand held receiver and rod antenna to trace the interference (heard as a squeal on 750 kHz AM) to a computer in the neighbors house across the street. The signal is believed to be traveling along the power lines, since it was strongest around the three houses supplied by the same power transformer. The computer owner, _____, uses her computer almost continuously and was hesitant to turn it off, and then only for a short time. I checked with the complainant while the computer was off and the squeal was gone. Since Ms _____ uses her computer for work, I did not tell her to keep it off. I am calling her to suggest an isolation device, like a UPS or power strip with one built in.</p>			

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6/30/2006 ~~REDACTED~~ ON SCENE

Prob. Resolution: Went to the subject's house with two varieties of line filters, one was an interruptible power supply, the other a line filter. I isolated the problem to the computer monitor by on/off testing. Neither line filter worked effectively for 750 kHz. Most of the offending signal is being conducted through the power lines, and a small portion is being radiated. Because I was able to isolate the monitor as the offending device, Ms. ~~REDACTED~~ agreed to turn it off when not using the computer...she just didn't want to turn the computer off too. In addition, she agreed to purchase a new monitor as soon as she was able. She also stated that her son had a monitor she didn't think he was using now which she might be able to borrow until she gets a new one. I called both the ~~REDACTED~~'s and ~~REDACTED~~'s to advise them of my findings at Ms. ~~REDACTED~~'s.

7/7/2006 ~~REDACTED~~ UPDATE

Prob. Resolution: Received call from ~~REDACTED~~ who said the ix was present all weekend and today. The subject is not at home now, but the ix is on. He was irate and wanted a solution right away. He had talked to the house owner (the subject rents) who agreed to talk with me about the problem, and who offered ~~REDACTED~~ to give the subject a monitor if that would correct the problem. I called both the subject and the house owner ~~REDACTED~~ and left messages for both.

7/11/2006 ~~REDACTED~~ CLOSED sbfcc

Prob. Resolution: Went to subject's house and tested computer and monitor. Found monitor was affecting my radio, but not the neighbors. The computer was affecting the neighbors. I inserted a line filter in the power line to the computer and tested with and without several times checking with both neighbors each time. The filter completely remedied the problem. The filter was left at the subject's house until she can find a similar one. Case closed.

RULE VIOLATIONS

