Smart Metering Entity (SME) MDM/R Report

1st Quarter 2020
January to March

Issue 27.0 - April 28, 2020

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Introduction

PURPOSE AND CONTENTS

The purpose of this report is to provide a quarterly update to the Ontario Energy Board on the ongoing operations of the Meter Data Management and Repository (MDM/R).

More information about the provincial Smart Metering Initiative and the MDM/R is available on the IESO/SME website (http://www.ieso.ca/sector-participants/smart-metering-entity), the Ontario Energy Board website (https://www.oeb.ca), and the Ministry of Energy, Northern Development and Mines website (https://www.mndm.gov.on.ca/en).

Each section of this report provides updates as required by the Ontario Energy Board in connection with MDM/R operations and performance, service level attainment, initiatives and software testing, as well as risks and issues.

This report includes the following updates:

- MDM/R Operation and Processing Performance
- MDM/R Performance
- LDC Performance
- MDM/R Service Levels
- 1st Quarter Key SME Activities
- Additional Risks and Issues, and
- Other Opportunities and Next Steps

MDM/R Operation and Processing Performance

MDM/R PERFORMANCE

The MDM/R production environment remains stable and reliable, processing reads from over 5 million smart meters, for all LDCs in Ontario on a daily basis. The SME continues to respond to and address LDC service requests and support issues in a timely manner.

62
LDCs

5,065,426
Smart Meters

In the first quarter of 2020, the MDM/R was operationally stable and met service levels for 99.41% of meter reads, 99.99% of billing quantity requests, and 100% of master data updates.

LDC PERFORMANCE

The SME produces monthly performance metrics reports and daily-summarized operational data for each LDC through the MDM/R Service Desk tool. During the first quarter, the currency of meter read data improved in the month of April, but maintained an average currency over the rest of the quarter, and the number of intervals estimated went down, which positively affected billing accuracy and billing success rates. The SME continues to monitor the MDM/R and work with the LDC community to improve the quality of their data submissions.

MDM/R SERVICE LEVELS

The Service Level Performance Chart presents two summary levels:

I.   Critical Service Level Summary

The Critical Service Level Summary section includes processing metrics for Automatic Meter Read Processing, Billing Quantity Response Processing, Automatic MMD Incremental Synchronization Processing, MDM/R Graphical User Interface, Meter Read Retrieval Web Services, Reporting, Vendor Service Desk Incident Response, and Vendor Service Desk Service Requests.

II.   Non-Critical Service Level Summary

The Non-Critical Service Level Summary section includes processing metrics for Meter Read Retrieval Web Services, MDM/R Availability, and Service Requests. The table also includes a Service Level breakdown for each month along with a quarterly summary[1].

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[1] *Percentages are rounded to the second decimal place for each metric.*

Critical Service Level Summary		Jan-2020	Feb-2020	Mar-2020	1st Quarter
Automatic Meter Read Processing	Intervals Loaded	3,906,235,689	3,649,744,770	3,899,588,247	11,455,568,706
	Intervals Loaded on Time	3,906,235,689	3,645,317,916	3,836,325,462	11,387,879,067
	% Intervals Loaded on Time	100.00%	99.88%	98.38%	99.41%
	Number of incidents resulting in accumulated delay >240 minutes	0	0	0	0
Automatic Billing Quantity Processing	BQ Requests	7,990,813	5,350,707	6,567,338	19,908,858
	BQ Requests Fulfilled on Time	7,990,813	5,350,707	6,566,201	19,907,721
	% Requests Fulfilled on Time	100.00%	100.00%	99.98%	99.99%
	Number of incidents resulting in accumulated delay >240 minutes	0	0	1	1
Automatic MMD Incremental Synchronization Processing	Data Elements Requested	952,379	847,497	882,667	2,682,543
	Data Elements Loaded on Time	952,379	847,497	882,667	2,682,543
	% Data Elements Loaded on Time	100.00%	100.00%	100.00%	100.00%
	Number of incidents resulting in Data Elements loaded outside of agreed Service Level target	0	0	0	0
MDM/R Graphical User Interface	Availability	99.99%	100.00%	99.71%	99.90%
	Number of incidents resulting in MDM/R Graphical User Interface availability outside of agreed Service Level target	0	0	1	1
Meter Read Retrieval Web Services	Availability	100.00%	99.99%	93.82%	97.94%
	Number of incidents resulting in Meter Read Retrieval Web Services availability outside of agreed Service Level target	0	0	1	1
Reporting	Percentage completed on time	100.00%	100.00%	99.73%	99.91%
	Number of incidents resulting in Reporting percentage completion outside of agreed Service Level target	0	0	0	0
Vendor Service Desk Incident Response	Response Time	100.00%	100.00%	100.00%	100.00%
	Number of incidents resulting in Vendor Service Desk Incident Response Time outside of agreed Service Level target	0	0	0	0
Vendor Service Desk Service Requests	Resolution Time	100.00%	100.00%	100.00%	100.00%
	Number of incidents resulting in Vendor Service Desk Request resolution time outside of agreed Service Level target	0	0	0	0

Non-Critical Service Level Summary		Jan-2020	Feb-2020	Mar-2020	1st Quarter
Meter Read Retrieval Web Services	Response Time	99.99%	99.99%	99.97%	99.98%
	Number of incidents resulting in Meter Read Retrieval Web Services response time outside of agreed Service Level target	0	0	0	0
MDM/R Availability	Availability	100.00%	100.00%	99.58%	99.86%
	Number of incidents resulting in MDM/R Availability outside of agreed Service Level target	0	0	1	1
Service Requests	Resolution Time	100.00%	100.00%	95.24%	98.41%
	Number of incidents resulting in Service Requests resolution time outside of agreed Service Level target	0	0	1	1

1ST QUARTER KEY SME ACTIVITIES

SME Steering Committee (SSC)

During the first quarter, the SSC met on January 22, 2020. The SME provided updates on the progress to the MDM/R EIP 8.6 upgrade, LDC Annual MDM/R Contact and GUI User Review, Data Governance initiatives, Third Party Access project, LDC Mergers, Support for Elster REXU meters, and MDM/R data archiving scheduled for the weekend of April 24. The next meeting is scheduled to take place on April 2, 2020.

SME COVID-19 Response

On March 13, in response to the COVID-19 Pandemic and the provincial declaration of a State of emergency, the IESO asked all non-essential staff to work from home until at least April 3. Both the SME and the OSP have the capability to allow staff to connect to all systems remotely, and are well equipped to support work from home arrangements for an extended period of time, thereby allowing the SME to continue to effectively provide uninterrupted service.

EIP 8.6 Upgrade

SME Functional testing is complete, and performance testing in the 8.6 parallel environment is nearly finished. LDC testing of the new EnergyIP version 8.6 application is well underway with the majority of LDCs in the province finished testing in the MDM/R Sandbox environment and rest in the process of performing testing. Testing feedback from LDCs, regarding the changes identified to date, has been encouraging. The SME is working with the vendor to promptly resolve functional issues identified and escalate enhancement requests submitted by the LDCs.

The SME conducted a webinar on March 12 to inform the LDCs on the eIP 8.6 Project & Upgrade Timeline, discuss the changes in the behavior in eIP 8.6, and to review the defect list.

On March 25, with all LDCs functioning under their emergency operating procedures due to the COVID-19 pandemic, the Smart Metering Steering Committee (SSC) made a recommendation to the SME to postpone the MDM/R eIP 8.6 upgrade that had been planned for go-live on April 16. Planning is underway for a rescheduled go-live in Q3, 2020.
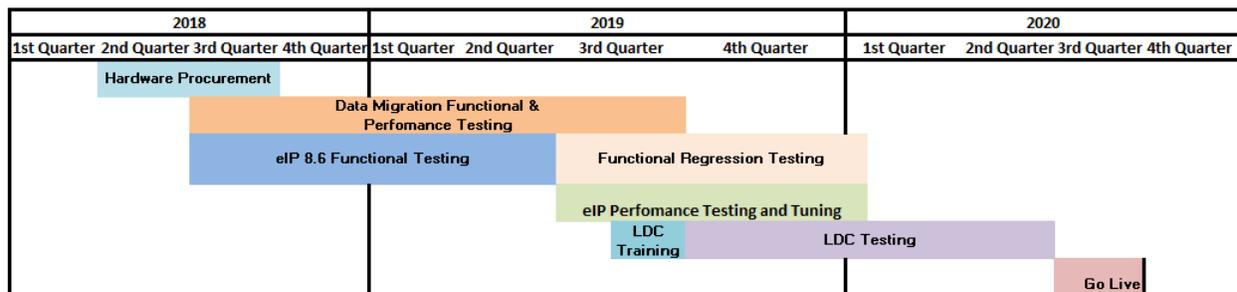
SME Service Desk

LDC Mergers

The SME continues to support the upcoming Elexicon Energy merger of Veridian Hydro and Whitby Hydro. On March 19, 2020 the SME conducted a webinar with the Elexicon Energy team to review the LDC Merge process and answer questions.

CIS Upgrade projects

The SME continues to provide support to Burlington Hydro and Hydro Ottawa on their respective CIS upgrade projects. Both LDCs have been connected to the SME's Performance Test environment to accommodate larger volume or parallel testing with their new or upgraded CIS systems.

MDM/R Meter Read Data Archiving

The next MDM/R meter read data archiving event is scheduled to take place on the weekend of April 24, 2020. The Archive Date that will be enforced in the MDM/R after archiving is Jan 1, 2018.

COVID-19 Emergency Orders: Changes to TOU prices

On March 24, 2020, the Government issued an Emergency Order under the EMCPA fixing the electricity commodity price for Regulated Price Plan (RPP) consumers that are paying time-of-use (TOU) prices at 10.1 ¢/kWh for each of the on-peak, mid-peak and off-peak hours of every day for the period during which the Emergency Order is in effect. The Emergency Order applies throughout the Province to electricity consumed from the first moment of the day on March 24, 2020 until the last moment of the day on April 7, 2020. The Emergency Order can be extended, and the Government has announced that it intends to keep the 10.1 ¢/kWh pricing in place for 45 days.

To support this order, the SME implemented an automated global price change which was effective March 24, 2020. This is the same process used for the regular seasonal price changes, so distributors did not need to submit segmented bill requests to reconcile their billing cycle submissions for the correct pricing period.

In addition, recognizing that not all distributors may have the data for March 2020 for the periods before and after the TOU price change readily available, the SME provided each distributor with its aggregate consumption data for each of the three TOU pricing periods for each of the following periods:

i) March 1, 2020 to March 23, 2020

ii) March 24, 2020 to March 31, 2020

At the time of publishing this report, the SME provided initial data to the listed regulatory contact at each distributor by the end of day on April 3, 2020. The SME also provided updated data, to the same regulatory contact, to account for any data missing in the initial data set on April 16, 2020.

Additional Risks and Issues

There are no additional risks or issues to report.

Other Opportunities and Next Steps

There are no other opportunities or next steps to report.