Smart Metering Entity (SME) MDM/R Report

2nd Quarter 2021
April to June
Issue 32.0 - July 22, 2021

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1. 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
- 2nd Quarter Key SME Activities
- Additional Risks and Issues, and
- Other Opportunities and Next Steps

2. MDM/R Operation and Processing Performance

MDM/R Performance

The MDM/R production environment remains stable and reliable, processing reads from over 5.1 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.

**58[1]
LDCs**

**5,107,693
Smart Meters**

In the second quarter of 2021, the MDM/R was operationally stable and met or exceeded service levels for 100% of billing quantity requests and 100% of master data updates. Meter Read service levels were lower than usual at 95.97%; however, this was primarily due to LDC Merge activities in May.

LDC Performance

The SME produces monthly performance metrics reports and daily-summarized operational data for each LDC through the MDM/R Service Desk tool. From the beginning of the year, there has been a steady decline in the number of "No Data" responses that can impede LDC billing. The SME continues to work with LDCs to review their LDC Action Items and 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[2].

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[1] *The number of LDCs has been updated to reflect Hydro One mergers with Peterborough Utilities and Orillia Power in Q2.*

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

In the second quarter, the SME met all the critical and non-critical SLAs as shown in the table below:

Critical Service Level Summary		Apr-2021	May-2021	Jun-2021	2nd Quarter
Automatic Meter Read Processing	Intervals Loaded	3,818,774,509	3,924,613,645	3,841,766,760	11,585,154,914
	Intervals Loaded on Time	3,806,191,981	3,471,875,336	3,840,335,876	11,118,403,193
	% Intervals Loaded on Time	99.67%	88.46%[1]	99.96%	95.97%
	Number of incidents resulting in accumulated delay >240 minutes[2]	0	0	0	0
Automatic Billing Quantity Processing	BQ Requests	5,338,185	8,636,917	5,798,245	19,773,347
	BQ Requests Fulfilled on Time	5,338,185	8,636,917	5,798,245	19,773,347
	% Requests Fulfilled on Time	100.00%	100.00%	100.00%	100.00%
	Number of incidents resulting in accumulated delay >240 minutes[2]	0	0	0	0
Automatic MMD Incremental Synchronization Processing	Data Elements Requested	602,535	1,137,988	2,428,086	4,168,609
	Data Elements Loaded on Time	602,535	1,137,988	2,428,086	4,168,609
	% 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[2]	0	0	0	0
MDM/R Graphical User Interface	Availability	100.00%	100.00%	100.00%	100.00%
	Number of incidents resulting in MDM/R Graphical User Interface availability outside of agreed Service Level target[2]	0	0	0	0
Meter Read Retrieval Web Services	Availability	99.99%	100.00%	100.00%	100.00%
	Number of incidents resulting in Meter Read Retrieval Web Services availability outside of agreed Service Level target	0	0	0	0
Reporting	Percentage completed on time	100.00%	98.25%	99.98%	99.41%
	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		Apr-2021	May-2021	Jun-2021	2nd Quarter
Meter Read Retrieval Web Services	Response Time	99.94%	99.92%	99.92%	99.92%
	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	99.96%	100.00%	100.00%	99.99%
	Number of incidents resulting in MDM/R Availability outside of agreed Service Level target	0	0	0	0
Service Requests	Resolution Time	100.00%	100.00%	100.00%	100.00%
	Number of incidents resulting in Service Requests resolution time outside of agreed Service Level target	0	0	0	0

3. 2nd Quarter key SME Activities

SME Steering Committee ("SSC")

The SSC met on April 21, 2021 & June 23rd to discuss the following topics:

- Energy IP Service Pack 9 deployment and testing
- LDC Mergers and CIS Replacements/Upgrades
- Changes to the SME Service Desk tool
- Changes to the Small General Service VEE Service Thresholds
- Changes to MDM/R Synchronization
- Third Party Access Submission Updates
- Smart Metering Entity Licence Renewal
- Operational Service Provider (OSP)
- LDC Survey
- GridEx VI

There has been active participation from the LDC community during the Open Call portion of these SSC meetings. The next meeting is scheduled for September 22, 2021.

SME COVID-19 Response

During the second quarter, in response to the COVID-19 Pandemic, SME employees and contractors continued to work from home. The SME and the OSP have continued to demonstrate the capability to maintain and administer all systems remotely while effectively providing uninterrupted service.

SME Operational Updates

LDC Mergers

The merger in the MDM/R between Hydro One and Peterborough completed successfully during Victoria Day weekend 2021 (May 21st – May 24th). One week later, the merger between Hydro One and Orillia Power Corporation also completed successfully (May 31st – June 1st).

Completing the two mergers on back to back weekends required significant pre-planning and testing and was a notable achievement.

CIS Upgrade projects

Burlington Hydro successfully completed the upgrade to their new CIS system July 1st – July 4th 2021. The upgrade was seamless and required little interaction from the SME. The SME continues to

support Kitchener-Wilmot Hydro with their CIS replacement project which is currently targeted for deployment in late Q3 2021.

2021 SME LDC Survey

On June 16th 2021 the SME released an all LDC Survey. The Survey focused on three primary areas:

1. SME Service Desk Support
2. Tools and Value Add Services
3. Development and Innovation

The survey closed on July 9th, and overall, feedback was very positive with approximately 90% of survey respondents being very happy with the communication, support and solutions provided by the SME Service Desk.

Feedback on the tools the SME has developed to support data governance was extremely positive, and a large majority of those surveyed were also interested in learning more about how the SME and MDM/R can help support Net Metering and General Service > 50 kW consumers. The SME will follow up on these items and address them in further discussions with the LDCs via the SSC meetings, the upcoming annual 2021 LDC Event and other communications mechanisms.

Energy IP 8.6 Service Pack 9

In June, the SME received an update from Siemens eMeter for their Energy IP application software Energy IP (eIP). This new service pack update will correct a limited number of defects identified after the MDM/R eIP 8.6 upgrade nearly one year ago. Testing of this new code is currently underway and is expected to be deployed in Q4 2021.

Small General Service (SGS) Threshold change

In Q2, based on feedback from LDCs, the SME consulted with the MDM/R Technical Panel and deployed a threshold configuration change to the MDM/R Small General Service and Small General Service (ODEST) VEE Services. This threshold change is expected to reduce the number of sum check failures and improve billing success for LDCs using these VEE Services going forward.

Changes to TOU prices

On April 22nd, 2021 the OEB announced new electricity prices for households and small business that would be implemented on May 1st, 2021. The SME deployed a Global Price Change in the MDM/R to align with the change in electricity prices.

4. Additional Risks and Issues

The SME continues to view the quality of smart meter data received from the LDCs as paramount for accurate billing, reporting, insights and analytics for various applications, such as pricing policy, customer usage trends or demand forecasting. This has become even more critical during the current COVID-19 context, as new demands for data analytics have emerged to support the above mentioned functions.

The SME has developed new tools and monitors to help LDCs identify and address data quality issues in a timely and effective manner and will continue to discuss with the SSC available options to raise awareness and drive action from the LDCs who have been less responsive.

5. Other Opportunities and Next Steps

As mentioned above, the 2021 LDC survey results have confirmed that the SME is receiving increased interest and demand from LDCs to support data processing for both Net Metering and Commercial and Industrial (C&I) (GS > 50kW) through the MDM/R. The MDM/R has the capability to support these types of meter installations and the SME will resume testing of this functionality. The SME is currently working on C&I functional requirements, costing and timelines and will continue to engage with the LDCs in informing potential solutions for these opportunities.

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