Smart Metering Entity (SME) MDM/R Report

1st Quarter 2023
January to March
Issue 39.0 - April 28, 2023

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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 website (https://www.ontario.ca/page/ministry-energy).

Each section of this report provides updates as required by the Ontario Energy Board in connection with the 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

2. MDM/R Operation and Processing Performance

MDM/R Performance

The MDM/R production environment remains stable and reliable, processing reads from over 5.2 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.

57 LDCs

5,202,522 Smart Meters

In the first quarter of 2023, the MDM/R was operationally stable and met or exceeded service levels for 99.89% of Meter Reads, 99.99% of Billing Quantity requests, and 100% of Master Data updates.

LDC Performance

The SME produces monthly performance metrics reports, daily-summarized operational data, and a customized LDC Action Items list for each LDC through the MDM/R Service Desk tool. Over the past quarter there was significant improvement in LDC Master Data corrections. Engagement interactions with LDCs are paying off as the number of data quality issues are declining. The SME will continue to work and collaborate with LDCs on improving the quality of data in the MDM/R.

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.*

In the first quarter, the SME met all the critical and non-critical service levels as shown in the tables below:

Critical Service Level Summary		Jan-2023	Feb-2023	Mar-2023	1st Quarter
Automatic Meter Read Processing	Intervals Loaded	4,023,827,331	3,732,885,798	4,311,924,499	12,068,637,628
	Intervals Loaded on Time	4,021,045,534	3,728,421,507	4,306,073,895	12,055,540,936
	% Intervals Loaded on Time	99.93%	99.88%	99.86%	99.89%
	Number of incidents resulting in accumulated delay >240 minutes[2]	0	0	0	0
Automatic Billing Quantity Processing	BQ Requests	8,536,703	5,320,739	5,888,081	19,745,523
	BQ Requests Fulfilled on Time	8,536,703	5,320,739	5,887,462	19,744,904
	% Requests Fulfilled on Time	100.00%	100.00%	99.99%	99.99%
	Number of incidents resulting in accumulated delay >240 minutes[2]	0	0	1	1
Automatic MMD Incremental Synchronization Processing	Data Elements Requested	757,786	567,686	497,654	1,823,126
	Data Elements Loaded on Time	757,786	567,686	497,654	1,823,126
	% 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	100.00%	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	99.98%	100.00%	100.00%	99.99%
	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-2023	Feb-2023	Mar-2023	1st Quarter
Meter Read Retrieval Web Services	Response Time	99.87%	99.95%	99.84%	99.89%
	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%	100.00%	100.00%
	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. 1st Quarter key SME Activities

SME Steering Committee (SSC)

The SSC met virtually on January 25th to discuss the following topics:

- OEB Items
  - Ultra Low Overnight TOU Rate Structure
  - Bulletin on the Regulated Price Plan Pricing for Net Metered Customers
- LDC Mergers and CIS Replacements/Upgrades
- MDM/R Data Governance
  - LDC Action Items (count and communication)
- Enhanced Third Party Access Project
- CSAE3416 Audit Bridge Letter
- Net Metering Pilot with Halton Hills Hydro Inc.
- SSC Membership
- Environmental Registry of Ontario proposal (ERO – 019-6521) regarding the Collection, Management and Improved Utilization of Smart Metering Data for Behind-the-Meter Distributed Energy Resources.

The SSC membership is has been expanded to include two more members: Paul Gleason, VP Customer Care & Corporate Operations at ENWIN Utilities Ltd and Wayne Richard, Director of Technology and Digital Experience at Essex Powerlines. The next SSC meeting is scheduled for April 18th, 2023.

Ultra-Low Overnight Rate Structure

On April 16 2023, the SME will deploy configuration changes to the MDM/R Production environment to support the New Ultra-Low Overnight (ULO) TOU Electricity Rate which will be introduced to consumers on May t, 2023. On March 7 the SME presented a webinar on the changes required for ULO, suggested testing, and other useful materials for the LDCs. A number of LDCs have already tested with the MDM/R and the SME continues to support the remaining LDCs who are expected to deliver the new rate structure before the November 1, 2023 deadline.

Net Metering Pilot with Halton Hills Inc.

Over the past several months the SME has been working with Halton Hills Hydro Inc. on a basic Net Metering Proof of Concept & Pilot. The basic solution leverages current MDM/R synchronization, VEE, and billing functionality to bill residential net metered customers. The SME is on target to deploy this basic Net Metering configuration to the MDM/R production environment, for Halton Hills only, on May 1, 2023.

Net Metering Enduring Solution

On January 17 2023, the OEB released a staff bulletin stating that "a distributor must bill net metered RPP consumers on the basis of the customer's choice of pricing plan: tiered or TOU, or, when it becomes available, the new ultra-low overnight option.". As a result, the SME held multiple MDM/R Technical Panel and additional stakeholder workshops in February to gather requirements for the development of an enduring Net Metering solution. The SME will be releasing redline versions of our Technical Interface Specifications (TIS) before May 1, 2023. Other discussions are also underway to determine any regulatory changes that may be required to the SME's mandate.

Smart Metering Analytics & Reporting

The SME's Data and Analytics team continues to provide the OEB with monthly statistics on the uptake of the Tiered pricing option, by LDC. This quarter saw an increase of Tiered customers by 0.9%. The reports are now being tailored to also include information on customers choosing the new Ultra-Low Overnight option in advance of the May implementation.

Third Party Access (TPA) Program

The IESO website has been updated, link here, providing all relevant information on the Third Party Access program and officially enabling the submission of requests for smart meter data to the SME.

- The following requests have been received and are in various states of progress:
    1. City of Windsor
    2. City of London
    3. City of Ottawa
    4. Ivey Business School

Next Steps

The IESO team will soon start working to address the requirement from OEB Decision and Order EB 2021-0292 to explore expanding third party access beyond Canadian Governmental Entities, with an expected applications submission to the OEB in early 2024.

SME Operational Updates

Due to higher than normal employee turnover within the industry, the SME has developed an LDC Onboarding Guide. This guide is primarily for new employees at Local Distribution Companies or LDC Agent organizations where the employee requires orientation on the SME and the MDM/R. The SME continues to update and expand our eLearning courses to better support LDCs and their agents.

4. Additional Risks and Issues

There are no additional risks or issues at this time.

5. Other Opportunities and Next Steps

There are no other opportunities at this time.

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