Smart Metering Entity (SME) MDM/R Report

3rd Quarter 2023
July to September
Issue 41.0 - October 31, 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
- 3rd 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

5,215,073 Smart Meters

In the third quarter of 2023, the MDM/R was operationally stable and met or exceeded service levels for 99.98% of Meter Reads, 100% 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 a drop in billing success. This was primarily due to missing data caused by typical seasonal vegetation growth that impacts communications and power outages caused by increased thunderstorms. In November, the SME is deploying a configuration change which is expected to improve billing success as a result of power outage handling by the MDM/R. The SME continues 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 third quarter, the SME met all the critical and non-critical service levels as shown in the tables below:

Critical Service Level Summary		Jul-2023	Aug-2023	Sep-2023	3rd Quarter
Automatic Meter Read Processing	Intervals Loaded	4,107,713,168	4,125,685,729	3,986,977,185	12,220,376,082
	Intervals Loaded on Time	4,106,073,425	4,125,685,729	3,985,562,461	12,217,321,615
	% Intervals Loaded on Time	99.96%	100.00%	99.96%	99.98%
	Number of incidents resulting in accumulated delay >240 minutes[2]	0	0	0	0
Automatic Billing Quantity Processing	BQ Requests	6,825,643	6,022,869	5,569,695	18,418,207
	BQ Requests Fulfilled on Time	6,825,643	6,022,869	5,569,695	18,418,207
	% 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	1,236,528	1,347,740	1,389,221	3,973,489
	Data Elements Loaded on Time	1,236,528	1,347,740	1,389,221	3,973,489
	% 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	100.00%	100.00%	100.00%	100.00%
	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		Jul-2023	Aug-2023	Sep-2023	3rd Quarter
Meter Read Retrieval Web Services	Response Time	99.99%	99.98%	99.98%	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%	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. 3ʳᵈ Quarter key SME Activities

SME Steering Committee (SSC)

The SSC met in person on September 27 to discuss the following topics:

- OEB Items
    - Net Metering
    - Ultra-Low Overnight TOU Rate Structure
- LDC Mergers and CIS Replacements/Upgrades
- MDM/R Data Governance
- Expanded Third Party Access Project
- CSAE 3416 Audit
- MDM/R Net Metering Solution
- SSC Membership
- 2023 SME LDC Survey Results

The next SSC meeting is scheduled for November 29, 2023.

MDM/R Net Metering 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 (ULO) option." As of July 1, 2023, regulatory amendments to Ontario Regulation 393/07 (Smart Metering Entity), made under the Electricity Act-1998, came into force to expand and clarify the SME's authority to collect data on the electricity conveyed into the grid from a generation or energy storage system installed behind the customer's meter. This enables the SME to process and manage bi-directional smart metering data through the MDM/R.

The MDM/R Net Metering solution was deployed to the SME's Sandbox and QA environments at the end of August to facilitate testing by the LDCs. The SME has published redline versions of all MDM/R Technical Interface Specifications (TIS) for interfaces, reports, and the Validation Estimation Editing (VEE) Standard. Webinars were held on August 24, 2023 and September 12, 2023 to outline the coming changes and expectations for testing the MDM/R Net Metering Solution. A recording of the webinar and a copy of the presentation were made available to all LDCs in the SME Knowledge Base.

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 and ULO pricing options by LDCs. This quarter saw an increase of Tiered customers by 0.14% to 8.69%, and an overall uptake of the ULO plan of 0.07%.

Expanding Third Party Access to the SME data

As part of the OEB's 2022 Decision, the SME is also required to undertake an investigation to assess the opportunity for expanding Third Party Access to the SME data and file a recommendation not later than April 30, 2025 as part of its 2024 SME Annual Report.

The OEB has also indicated it would prefer that the SME would not wait until the deadline; therefore, the SME plans to file its recommendation by April 30, 2024 (as part of its 2023 SME Annual Report to the OEB).

The SME has started work on the key aspects of the study that will inform the assessment and recommendation to the OEB. This includes consultations with existing and potentially new users for the data, discussions with key influencers (past intervenors, OEB, Ministry, IPC), jurisdictional research, and several other considerations

The high-level schedule the SME is undertaking is as follows:

September 2023 - Informed key influencers about the steps the SME is taking via email communication

October – December 2023 - Consultations with select parties (existing and potential new users of data)

January – February 2024 – Discussion with key influencers

March – April 2024 – Finalize findings and submit the assessment in the SME 2023 Annual Report to the OEB

Wait for OEB's recommendations on next steps.

SME Operational Updates

LDC Mergers & CIS Replacements/Upgrades

The SME has been engaged with GrandBridge Energy for their merge which is currently scheduled for January 2024. The SME is also supporting London Hydro and Toronto Hydro with their CIS upgrades.

SME LDC Survey

This year's SME LDC Survey was released on July 6th and closed on the July 28th. The survey is primarily focused on Service Desk operations and support. Overall, the SME received a 94.44% positive rating on our services from survey respondents. Some survey respondents provided feedback on the new Service Desk tool interface. The SME will take steps to develop and deliver additional Service Desk tool training in early 2024.

SME Service Desk Communications

In the third quarter, the SME deployed updates to the SME Service Desk email communications. These updates provide more clarity and an updated modern look which has been well received by the LDC community.

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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