LDC Impacted Area	Business Process Impacts	Systems / Equipment Impacts	Staffing Impacts
Meter Reading	▪ Elimination of manual cycle meter readings (exceptions excluded) ▪ New meter reading processes	▪ New meter reading systems ▪ Integration with Meter Data Management System ▪ Legacy systems retired ▪ Changes to meter reading cycles in CIS ▪	▪ Redeployment and retraining of all meter readers ▪ Possible increase in IT support staff
Meter Data Management	▪ New data handling processes (triggers to update data tables) ▪ New E&R processes ▪ Timing changes in data provision ▪ Data access rights ▪ Archive / backup processes	▪ Integration with Meter Reading System ▪ Integration with EBT Hubs ▪ Integration with complex billing module ▪ Interface with OPA ▪ Increased storage and processing capacity	▪ Increase in IT support staff
Meter Data Provision to Customer	▪ Data posting process ▪ Customer security / access	▪ Internet web server capacity ▪ Internet security ▪ Tool development for customer data viewing	▪ Increase in IT support staff
Billing and Back Office	▪ Possible change in billing cycles and their timing and frequency ▪ Change in EBT processes ▪ Changes to settlements with retailers and customers	▪ Change in rate structure ▪ New interfaces with Meter Data Management System ▪ New interfaces with	▪ Training of billing staff on changes to billing system

LDC Impacted Area	Business Process Impacts	Systems / Equipment Impacts	Staffing Impacts
Customer Service / Call Center	▪ Lower call volumes related to estimated bills and more available usage data ▪ Increase in call volumes related to internet usage ▪ Higher call volumes if bills become more complex ▪ Increased call volumes due to customers calling in to obtain TOU or hourly usage information ▪ Possible reduction in outage related calls ▪ New scripts	▪ Access to systems to address inquiries / disputes (i.e. customer bills, security access, interval data) ▪	▪ Retraining of call center staff on new issues ▪ Potential FTE impact (increase in calls in some issues, decrease in others)
Contract Management	▪ New contracting arrangements with external service providers ▪ Buy out of existing contracts	▪ None	▪ None
Provincial Reporting	▪ New reporting requirements to process driver on progress and costs (as part of quarterly OEB reporting) ▪ Possibly new reporting requirements to OPA and other agencies	▪ System functionality developed to meet reporting requirements	▪ Staffing impact depends on reporting requirement not yet specified

LDC Impacted Area	Business Process Impacts	Systems / Equipment Impacts	Staffing Impacts
Meter Shop	▪ During transition period, sample testing continues but individual meter reverification ceases since those meters are replaced with new smart meters ▪ New accreditations due to new meter standard ▪ Sampling continues (assumption that Measurement Canada will allow). ▪ Additional sealing activity will result during transition period if vendors do not have accredited meter shops ▪ Initial verification of single phase smart meters will increase due to required 100% testing (acceptance sampling not allowed for electronic meters in the current rules)	▪ New vendor specific verification equipment for smart meters	▪ Possible increase in staff if sealing required during transition period ▪ Possible reduction in workload due to elimination in reverification ▪ Possible increase in workload due to higher statistical sampling requirements and shorter reseal periods ▪ Training required on new product lines
Meter Communication Infrastructure	▪ Processes to respond to outages on the meter communications infrastructure ▪ Contracting arrangements with third party providers (including performance monitoring)	▪ Network management software ▪ Communications infrastructure equipment	▪ If technology is purchased new staff or new outsourcing arrangements will need to be put in place