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Smart Metering Entity (SME)

MDM/R Report

2nd Quarter 2014

April to June

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REPORT

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1. Introduction

1.1 Purpose

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). This report includes the following updates:

- MDM/R Operation and Processing Performance;
- MDM/R Service Levels for both Critical and Non-Critical Services as set out in Appendix A of the “MDM/R Terms of Service”;
- Initiatives and Software Testing;
- Additional Risks and Issues; and,
- Roles and Responsibilities of the SME as set out in Article 2.2 of the “Smart Metering Agreement for Distributors”

1.2 How to Use this Document

This report presents information and status updates on MDM/R operation and processing performance (in Section 2), MDM/R Service Levels (in Section 3), and Initiatives and Software Testing (in Section 4). The report focuses on quarterly updates for the MDM/R including updates on the Roles and Responsibilities of the SME through the end of the indicated month. More information about the provincial Smart Metering Initiative and the MDM/R is available on the websites of the Ministry of Energy (<http://www.mei.gov.on.ca/>), the Ontario Energy Board (<http://www.oeb.gov.on.ca/OEB/Industry>) and the IESO/SME website (<http://www.smi-ieso.ca/>).

Each section 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.

2. MDM/R Operation and Processing Performance

2.1 Performance

The MDM/R production environment remains stable and reliable, processing reads from over 4 million meters for 72 LDCs on a daily basis. The SME continues to respond to and address LDC support, service requests, and issues in a timely manner.

For the reporting period April 1 to June 30, 2014, the MDM/R operated well, meeting or exceeding service levels for 99.88% of meter reads, 99.68% of billing quantity requests, and 100.00% of master data updates. Where there were processing delays, service was restored in a timely manner, or the delay was related to poor quality or timing of data submissions by one or more LDCs.

During the second quarter, the SME published LDC-specific performance metrics reports for the months of March, April and May 2014. These reports provide each LDC with data related to their organization's meter read, synchronization, and billing performance. Feedback from LDCs remains very positive on this initiative.

The SME completed four on-site LDC visits during the second quarter as part of the SME's outreach plan. Feedback continues to be positive, so the SME will continue this outreach program for the remainder of 2014.

LDC data submissions to the MDM/R have improved considerably over the past year. The SME continues to work with LDCs and their service providers to further improve the performance of meter read and billing processing.

The SME continues to encourage all LDCs to participate during the pre-scheduled SME Steering Committee meeting open calls. Most recently, a conference call was held on June 3, 2014 for the benefit of all LDCs. During these calls LDCs are given the opportunity to provide feedback and suggestions to the SME. The next call is currently scheduled for September 9, 2014.

In the spirit of continuous improvement and partnership, the SME continues to encourage LDCs to suggest opportunities for change or improvements; LDCs can do so through their Service Desk agent and the MDM/R Change Management process.

2.2 Training

During the second quarter, the SME delivered one Basic Graphical User Interface (GUI) training session, two advanced Graphical User Interface (GUI) training sessions, and three Service Desk WebEx sessions. Feedback from participants has been very positive. For the complete training schedule, please visit the SME website.

2.3 Other Activities

On April 15, 2014, the SME presented at the Ontario Harris User Group (OHUG). The two presentations focused on the SME's 2013 accomplishments, 2014 focus and actions plan, and new features available to LDCs in the MDM/R Service Desk tool.

In the second quarter the SME deployed enhancements in the MDM/R Service Desk tool to streamline the registration process and allow LDCs to more easily submit changes to their Service Desk contacts and Graphical User Interface (GUI) users using an electronic form. An automated process was also deployed providing LDCs with an annual reminder to review their production GUI users so that only appropriate personnel have access to the GUI.

3. MDM/R Service Levels

The project to cutover the MDM/R onto new infrastructure successfully completed on April 26, 2014 delivering improvements to the performance and operation of the MDM/R, as well as improvements to the Service Level Summary that we provide to LDCs. As the cutover took place at the end of April, two Service Level Performance Charts are displayed below. The month of April uses the original Service Level metrics, while the months of May and June use the expanded Service Level metrics¹.

The Service Level Performance Chart splits Service Level summaries into two parts:

Critical Service Level Summary, and;

Non-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.

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 summary².

Critical Service Level Summary		Apr-2014
Meter Read	# of Intervals Processed	3,044,950,727
Data Processing	# of Intervals Processed within Service Level Time	3,034,275,999
	% Intervals Processed within Service Level Time	99.65%
	# of Incidents with Single Delay > 45 mins and/or # of Incidents resulting in Accumulated Delay > 240 mins	1
	Billing Quantity Response Processing	# of BQ Requests Processed
	# of BQ Requests Processed within Service Level Time	3,409,415
	% Requests Processed within Service Level Time	100.00%
	# of Incidents with Single Delay > 45 mins and/or # of Incidents resulting in Accumulated Delay > 240 mins	0
MDM/R Master Directory (MMD) Processing	# of Data Elements Processed	2,260,585
	# of Data Elements Processed within Service Level Time	2,260,585
	% Data Elements Processed within Service Level Time	100.00%
	# of Incidents resulting in Data Elements Processed outside Service Level Time	0
MDM/R Graphical User	User Interface Availability	100.00%
	# of Incidents resulting in non-availability of Service < 99.80%	0
Non-Critical Service Level Summary		
Service Desk Response Time	Response Time (90% of Sev 1 and Sev 2 incidents response time within 15 minutes)	100.00%
	# of Incidents (Sev 1 and Sev 2) OSP responded after 15 mins	0

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

² The quarterly summary for the expanded Service Level metrics do not include data from April.

Critical Service Level Summary		May-2014	Jun-2014	2nd Quarter
Automatic Meter Read Processing	Intervals Loaded	3,116,659,672	3,029,544,529	9,191,154,928
	Intervals Loaded on Time	3,116,659,672	3,029,544,529	9,180,480,200
	% Intervals Loaded on Time	100.00%	100.00%	99.88%
	Number of incidents resulting in accumulated delay >240 minutes ²	0	0	0
Automatic Billing Quantity Processing	BQ Requests	6,471,532	4,998,822	14,879,769
	BQ Requests Fulfilled on Time	6,425,605	4,996,826	14,831,846
	% Requests Fulfilled on Time	99.29%	99.96%	99.68%
	Number of incidents resulting in accumulated delay >240 minutes ²	1	1	2
Automatic MMD Incremental Synchronization Processing	Data Elements Requested	2,564,961	1,924,792	6,750,338
	Data Elements Loaded on Time	2,564,961	1,924,792	6,750,338
	% Data Elements Loaded on Time	100.00%	100.00%	100.00%
	Number of incidents resulting in Data Elements loaded outside of agreed Service Level target ²	0	0	0
MDM/R Graphical User Interface	Availability	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
Meter Read Retrieval Web Services²	Availability	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
Reporting²	Percentage completed on time	99.93%	100.00%	99.96%
	Number of incidents resulting in Reporting percentage completion outside of agreed Service Level target	0	0	0
Vendor Service Desk Incident Response²	Response Time	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
Vendor Service Desk Service Requests²	Resolution Time	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

Non-Critical Service Level Summary		May-2014	Jun-2014	2nd Quarter
Meter Read Retrieval Web Services²	Response Time	99.94%	99.95%	99.94%
	Number of incidents resulting in Meter Read Retrieval Web Services response time outside of agreed Service Level target	0	0	0
MDM/R Availability²	Availability	99.80%	99.86%	99.83%
	Number of incidents resulting in MDM/R Availability outside of agreed Service Level target	1	1	2
Service Requests²	Resolution Time	100.00%	100.00%	100.00%
	Number of incidents resulting in Service Requests resolution time outside of agreed Service Level target	0	0	0

4. Initiatives and Software Testing

MDM/R Release 7 (EnergyIP Version 7.6 Upgrade and Measurement Canada 2012 Phase 2)

This project will upgrade the MDM/R software to a more current version keeping it maintainable and supportable, and will be combined with the delivery of the Measurement Canada 2012 Phase 2 solution functionality³. We are currently targeting to complete this project by the end of 1Q 2015.

The SME has taken delivery of the initial release of the upgraded software and testing is well underway. The SME held open calls with LDCs on June 17th and June 24th where a summary of Release 7.6 changes were presented. The project schedule will continue to be updated and communicated to LDCs based on the results of the testing activities that the SME is undertaking.

MDM/R Data Access

The MDM/R Data Access Platform (“MDAP”) concept emerged as a possible way of addressing the new and emerging needs for data access and analytics of electricity consumption data and pursuing the Ministry of Energy’s (the “Ministry”) objectives for deriving greater value for consumers, energy stakeholders and the province from MDM/R data. Specifically, high level objectives for MDAP would include:

- Enhancing the value of the electricity consumption data by adding attributes to existing data (e.g. meter location), as well as new data sources (e.g. weather),
- Providing new interfaces and functionality for data access by current users of the MDM/R,
- Supporting access for authorized new classes of users such as researchers, commercial enterprises and other third parties,
- Supporting authorized access to anonymized data for research purposes and analysis.

The Ministry and the SME have exchanged letters whereby the Ministry and the SME would work together to develop a business case for an MDM/R Data Access Platform (MDAP).

In order to protect the operational stability of the MDM/R and support the increasing volumes of data retrieval requests, the SME is in the process of implementing infrastructure reinforcements, including an MDM/R Data Mart. The Data Mart is purpose-designed synchronized copy of the MDM/R production database that will be used for fulfilling web service requests, data extract requests, and other ad-hoc queries without impacting the operation of the MDM/R. Significant progress has been made on the project with development substantially completed. The project is targeted to be completed by early fall of 2014. The MDM/R Data Mart has been architected such that it could, if deemed appropriate, be expanded in the future to support new and evolving requirements for the MDM/R Data Access Platform without stranding investments.

³ An overview of the Measurement Canada 2012 Phase 2 solution is provided in the SME MDM/R Report Issue 1.0 dated October 28, 2013.

MDM/R LDC Merger Utility

In order to support the merger of LDCs, the SME was requested to provide a facility for the re-assignment of historical electricity consumption data in the MDM/R from one utility to another. This approach enables LDCs and their electricity consumers to be able to retrieve their historical consumption data from the consolidated utility. Development of the new utility is underway, and testing is expected to begin in Q3 or Q4 of 2014.

5. Additional Risks and Issues

There are no additional risks and issues to report.