

**EXTERNAL**

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**REPORT**

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**Smart Metering Entity (SME)**

**MDM/R Report**

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**1<sup>st</sup> Quarter 2015**

**January to March**

**Issue 7.0 - April 30, 2015**

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# 1. Introduction

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## 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 ([www.ontarioenergyboard.ca/OEB/Industry](http://www.ontarioenergyboard.ca/OEB/Industry)) and the IESO/SME website (<http://www.smi-ieso.ca/>).

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.

## 2. MDM/R Operation and Processing Performance

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### 2.1 Performance

The MDM/R production environment remains stable and reliable, processing reads from over 4 million meters for 71<sup>1</sup> 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 January 1<sup>st</sup> to March 31<sup>st</sup>, 2015, the MDM/R operated well, meeting or exceeding service levels for 98.53% of meter reads, 99.51% of billing quantity requests, and 100.00% of master data updates. Where there were processing delays, service was restored in a timely manner.

The SME published LDC-specific performance metrics reports for the months of January, February, and March 2015. These reports provide each LDC with information related to their organization's meter read, synchronization, and billing performance. This information also assists LDCs in improving the quality and timing of their data submissions to the MDM/R.

The SME outreach program was put on hold for the first quarter due to the MDM/R upgrade project; however, one LDC site visit has been scheduled for early April 2015. After seeing the positive impact of this program the SME plans to continue to meet with LDCs and AMI vendors throughout 2015.

SME Steering Committee meetings were held on January 20, 2015 and March 24, 2015. The SME continues to encourage the LDC community to participate during the pre-scheduled SME Steering Committee meeting open calls. On the open call LDCs are given the opportunity to provide feedback and suggestions to the SME. The next call is scheduled for January 20, 2015.

### 2.2 Training

During the third quarter, the SME delivered one Basic Graphical User Interface (GUI) training session, and one advanced Graphical User Interface (GUI) training sessions. Feedback from participants remains positive. For the complete 2015 training schedule, please visit the SME website. To address some of the recommendations in the Auditor General's report, the SME is currently in the process of assessing and formulating a plan to offer LDCs additional training. This plan will be communicated once it is finalized.

### 2.3 Other Activities

On February 17, 2015 the SME released an MDM/R Reports Survey to better understand how LDCs are using MDM/R reports. The SME will use the feedback provided from this survey to add more value to the reporting process. The SME continues to encourage LDCs to propose and submit opportunities for other changes or improvements; this can be done through their Service Desk agent and the MDM/R Change Management process.

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<sup>1</sup> This number has been updated to reflect the merger of Lakeland Utilities and Parry Sound Power on January 4, 2015.

### 3. MDM/R Service Levels

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 summary<sup>2</sup>.

Critical Service Level Summary		Jan-2015	Feb-2015	Mar-2015	1st Quarter
Automatic Meter Read Processing	Intervals Loaded	3,165,122,616	2,840,100,191	3,160,355,764	9,165,578,571
	Intervals Loaded on Time	3,081,651,516	2,840,100,191	3,109,043,787	9,030,795,494
	% Intervals Loaded on Time	97.36%	100.00%	98.38%	98.53%
	Number of incidents resulting in accumulated delay >240 minutes <sup>2</sup>	1	0	2	3
Automatic Billing Quantity Processing	BQ Requests	4,801,587	3,966,888	3,914,359	12,682,834
	BQ Requests Fulfilled on Time	4,801,418	3,966,888	3,852,679	12,620,985
	% Requests Fulfilled on Time	100.00%	100.00%	98.42%	99.51%
	Number of incidents resulting in accumulated delay >240 minutes <sup>2</sup>	0	0	1	1
Automatic MMD Incremental Synchronization Processing	Data Elements Requested	1,093,809	965,346	1,268,480	3,327,635
	Data Elements Loaded on Time	1,093,809	965,346	1,268,480	3,327,635
	% 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 <sup>2</sup>	0	0	0	0
MDM/R Graphical User Interface	Availability	99.47%	100.00%	99.03%	99.50%
	Number of incidents resulting in MDM/R Graphical User Interface availability outside of agreed Service Level target <sup>2</sup>	2	0	3	5
Meter Read Retrieval Web Services	Availability	98.66%	100.00%	98.31%	98.99%
	Number of incidents resulting in Meter Read Retrieval Web Services availability outside of agreed Service Level target	3	0	3	6
Reporting	Percentage completed on time	96.42%	97.14%	96.30%	96.62%
	Number of incidents resulting in Reporting percentage completion outside of agreed Service Level target	13	13	12	38
Vendor Service Desk Incident Response	Response Time	85.71%	100.00%	98.33%	94.68%
	Number of incidents resulting in Vendor Service Desk Incident Response Time outside of agreed Service Level target	1	0	1	2
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

<sup>2</sup> Percentages are rounded to the second decimal place for each metric.

Non-Critical Service Level Summary		Jan-2015	Feb-2015	Mar-2015	1st Quarter
Meter Read Retrieval Web Services	Response Time	97.31%	99.99%	99.56%	98.95%
	Number of incidents resulting in Meter Read Retrieval Web Services response time outside of agreed Service Level target	2	2	1	5
MDM/R Availability	Availability	99.30%	100.00%	99.38%	99.56%
	Number of incidents resulting in MDM/R Availability outside of agreed Service Level target	3	0	1	4
Service Requests	Resolution Time	81.25%	87.50%	100.00%	89.58%
	Number of incidents resulting in Service Requests resolution time outside of agreed Service Level target	6	6	0	12

## 4. Initiatives and Software Testing

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

The cutover to the new release was successfully completed on the March 20<sup>th</sup> – 22<sup>nd</sup> weekend. The SME frequently informed LDCs of the progress of this project and published a detailed project plan for the cutover activities, as well as communicated with the LDCs throughout the cutover weekend leading up to the successful completion of all activities. Feedback from LDCs on the overall project, the cutover process, and SME communications has been positive. Members of the Smart Metering Steering Committee commended the IESO on the manner that the project was executed. This project included the delivery of the Measurement Canada 2012 Phase 2 solution functionality<sup>3</sup> and upgraded the MDM/R software to a more current version keeping it maintainable and supportable.

#### LDC Merger Utility Project

Following the successful use of the LDC Merger Utility to accommodate the January 2015 merger of Lakeland Power Distribution Ltd. and Parry Sound Power in the MDM/R, the IESO has met with Cambridge and North Dumfries Hydro (acquired Brant County Power) as well as Hydro One (acquired Norfolk Power Distribution) to support their upcoming merger projects.

#### MDM/R Data Mart and Web Services Facility Project

The Data Mart and Web Services Facility project is well underway with IESO conducting testing on the facility. A follow on testing phase that involves a select number of LDCs is targeted to start by the end of Q2 2015.

The Data Mart and Web Services Facility is designed to support increased volume of data access requests by LDCs and their agents through existing access methods without impacting the operation of the MDM/R. LDCs and their agents will be able to retrieve more data more quickly to support new and evolving value-added data services, including Green Button.

<sup>3</sup> 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 Data Access Platform (MDAP) Business Case Development Project**

In late September 2014, The Ministry of Energy, the Advanced Energy Center (AEC) and the IESO ratified the Project Definition Document to develop a business case for a provincial electricity data warehouse also known as the MDM/R Data Access Platform (MDAP).

This business case considers additional data (e.g. property, generation, commercial), together with MDM/R data, to create actionable insights for Ontario. It also considers new interfaces and functionality to enhance non-customer access to data by current users and enable access to new classes of users such as researchers, OEB, Ministry, IESO Planning & Conservation, and other parties.

This project is well underway with a draft business case report due to the Ministry of Energy by the end of June.

### **Building the Foundation to Enhance the Value of MDMR Electricity Consumption Data (“Foundation” Project)**

Ontario has made a significant investment in smart meters and in the central repository for high quality, consistent residential and small commercial electricity consumption data. To build on this investment, the IESO is investigating how to enhance the value of the data set within Ontario’s Meter Data Management and Repository (MDM/R). Stakeholders have been invited to participate in this initiative by providing input into:

- Defining the information required to be associated with electricity consumption information (such as geo-location) to enable analysis of this information;
- The development of rules and protocols for data access by Third Parties

The IESO received positive feedback from both Stakeholder Advisory Committees (SAC) on the initiative, and incorporated suggestions from the two SACs with respect to conducting the initiative. The IESO received nominations from a diverse set of stakeholders for the Foundation Working Group, including LDCs, academics, researchers, energy service providers, and data providers. The first Working Group meeting was held on April 22.

For updates on this initiative, please see:

<http://www.ieso.ca/Pages/Participate/Stakeholder-Engagement/Foundation.aspx>

## **5. Additional Risks and Issues**

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There are no additional risks or issues to report.