EXTERNAL

REPORT

Independent Electricity
System Operator

Smart Metering Entity (SME)
MDM/R Report
2nd Quarter 2015

April to June

Issue 8.0 - July 24, 2015

Table of Contents

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 (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

2.1 Performance

The MDM/R production environment remains stable and reliable, processing reads from over 4 million meters for 71 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 1st to June 30th, 2015, the MDM/R operated well, meeting or exceeding service levels for 100.00% of meter reads, 99.30% 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 April, May, and June 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.

One LDC site visit was conducted in early April and five in late June 2015. The SME also met with CIS and AMI vendors to prepare for changes in technologies and solutions being considered by LDCs.

The SME participated in and presented at the annual Ontario Harris Users Group in April. The presentation was well received as the SME received positive feedback from numerous LDCs.

An SME Steering Committee meeting was held on June 23, 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. For convenience, the SME has also provided a method for LDCs to communicate feedback and suggestions through email. The next call is scheduled for September 15, 2015.

2.2 Training

During the second quarter, the SME delivered one Basic Graphical User Interface (GUI) training session, and one advanced Graphical User Interface (GUI) training session. Feedback from participants continues to be 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 offering LDCs additional training through interactive e-Learning courses available on the MDM/R Service Desk tool knowledgebase. These courses allow LDCs to train employees at their leisure allowing more flexibility for re-training or training of new employees.

2.3 Other Activities

In the first quarter the SME released an MDM/R Reports Survey to better understand how LDCs are using MDM/R reports. The SME is using 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.

SME License Renewal

The SME license and the SME/Distributor Agreements expire in January 2016. Over the coming months, the IESO will be requesting the OEB to extend the SME license and the SME/Distributor Agreements.

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[1].

Critical Service Level Summary		Apr-2015	May-2015	Jun-2015	2nd Quarter
Automatic Meter Read Processing	Intervals Loaded	3,052,282,176	3,150,800,605	3,051,081,109	9,254,163,890
	Intervals Loaded on Time	3,052,264,718	3,150,800,605	3,051,081,109	9,254,146,432
	% Intervals Loaded 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 Billing Quantity Processing	BQ Requests	3,999,175	5,678,666	4,458,856	14,136,697
	BQ Requests Fulfilled on Time	3,982,684	5,620,170	4,434,470	14,037,324
	% Requests Fulfilled on Time	99.59%	98.97%	99.45%	99.30%
	Number of incidents resulting in accumulated delay >240 minutes[2]	0	0	0	0
Automatic MMD Incremental Synchronization Processing	Data Elements Requested	1,164,483	6,027,037	2,527,913	9,719,433
	Data Elements Loaded on Time	1,164,483	6,027,037	2,527,913	9,719,433
	% 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	98.39%	100.00%	98.95%	99.12%
	Number of incidents resulting in MDM/R Graphical User Interface availability outside of agreed Service Level target[2]	1	0	0	1
Meter Read Retrieval Web Services	Availability	98.89%	100.00%	98.93%	99.27%
	Number of incidents resulting in Meter Read Retrieval Web Services availability outside of agreed Service Level target	1	0	0	1
Reporting	Percentage completed on time	90.43%	91.22%	91.77%	91.14%
	Number of incidents resulting in Reporting percentage completion outside of agreed Service Level target	30	31	31	92
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%	96.55%	98.85%
	Number of incidents resulting in Vendor Service Desk Request resolution time outside of agreed Service Level target	0	0	0	0

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

Non-Critical Service Level Summary		Apr-2015	May-2015	Jun-2015	2nd Quarter
Meter Read Retrieval Web Services	Response Time	99.93%	99.51%	99.78%	99.74%
	Number of incidents resulting in Meter Read Retrieval Web Services response time outside of agreed Service Level target	1	0	0	1
MDM/R Availability	Availability	98.55%	100.00%	98.95%	99.17%
	Number of incidents resulting in MDM/R Availability outside of agreed Service Level target	1	0	0	1
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

4. Initiatives and Software Testing

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 and its integration with the MDM/R production system. A follow on testing phase that involves a select number of LDCs is targeted to start by the end of Q4 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.

LDC Merger Utility Project

The SME continues to support Cambridge and North Dumfries Hydro (acquired Brant County Power) as well as Hydro One (acquired Norfolk Power Distribution) with their upcoming merger projects.

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. While respecting privacy and security requirements, 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.

The draft business case report prepared by the AEC (responsible for the benefits assessment, including quantification of economic benefits) and the IESO (responsible for the Technical Assessment, including cost estimates) was delivered to the Ministry of Energy in early July 2015.

The development of the business case has involved consultations with over 100 individuals, including representatives from over 20 LDCs, vendors, researchers, academics, municipalities, the IESO, OEB, Ministry of Energy, and as well as the National Research Council.

The Project Advisory Committee, which includes LDC representatives, has been briefed on the findings to date at a meeting on May 22, 2015, and another meeting is currently being scheduled in

August to brief the Advisory Committee members on the key findings and observations included in the report.

Building the Foundation to Enhance the Value of MDMR Electricity Consumption Data ("Foundation" Project)

To date, the IESO has held three Working Group meetings, including one meeting open to the public. Additional sessions are scheduled for July and September.

The Working Group is very engaged and has identified requirements for enhancing the electricity consumption data by making the information usable by a broader group of stakeholders. A balance is being sought between achieving a substantial increase in the value of the information and keeping the implementation costs to LDCs and the SME reasonable. The Working Group is expected to recommend standards for these requirements.

The Working Group has also examined a variety of analytical uses of this enhanced information. Some analytics can work with de-identified data while other uses require private personal data. The Working Group is expected to provide guidance and recommend rules for third party access to both de-identified (not private) and personal data over the coming months.

The Working Group is expected to propose standards for these requirements, along with guidance and rules for third party access to data over the coming months. The Office of the Information and Privacy Commissioner continues to be engaged on this project.

Our efforts to educate stakeholders on the differences between Foundation, the MDM/R Data Mart, and the MDM/R Data Access Platform (MDAP) initiatives, and to assure them that they are synergistic and without duplication are succeeding. For updates on this initiative, please see:

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

5.   Additional Risks and Issues

There are no additional risks or issues to report.