

**EXTERNAL**

**REPORT**



---

**Smart Metering Entity (SME)  
MDM/R Report**

---

**1<sup>st</sup> Quarter 2018**  
**January to March**

**Issue 19.0 - April 23, 2018**

---

# Table of Contents

---

- 1. Introduction.....2**
  - 1.1 Purpose and Contents .....2
  
- 2. MDM/R Operation and Processing Performance .....3**
  - 2.1 MDM/R Performance .....3
  - 2.2 LDC Performance .....3
  - 2.3 MDM/R Service Levels .....3
  - 2.4 1<sup>st</sup> Quarter Key SME Activities.....4
  
- 3. Additional Risks and Issues .....6**
  
- 4. Other Opportunities and Next Steps.....6**

# 1. Introduction

---

## 1.1 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 ([www.ontarioenergyboard.ca/OEB/Industry](http://www.ontarioenergyboard.ca/OEB/Industry)), and the Ministry of Energy website (<http://www.mei.gov.on.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.

This report includes the following updates:

- MDM/R Operation and Processing Performance
- MDM/R Performance
- LDC Performance
- MDM/R Service Levels
- First Quarter Key SME Activities
- Additional Risks and Issues, and
- Other Opportunities and Next Steps

## 2. MDM/R Operation and Processing Performance

---

### 2.1 MDM/R Performance

The MDM/R production environment remains stable and reliable, processing reads from over 4.9 million meters for 67 LDCs on a daily basis. The SME continues to respond to and address LDC support, service requests and issues in a timely manner.



**67**  
**LDCs**



**4,950,400**  
**Smart Meters**

In the first quarter of 2018, the MDM/R was operationally stable by **exceeding** service levels for 100% of meter reads, 100% of billing quantity requests, and 100% of master data updates.

### 2.2 LDC Performance

The SME continues to produce monthly performance metrics reports and daily summarized operational data for each LDC through the MDM/R Service Desk tool. During the first quarter, there was no significant change in the quality of LDC meter data submissions. The SME continues to monitor the MDM/R and work with the LDC community and improve the quality of their data submissions.

### 2.3 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<sup>1</sup>.

---

<sup>1</sup> Percentages are rounded to the second decimal place for each metric.

<b>Critical Service Level Summary</b>		<b>Jan-2018</b>	<b>Feb-2018</b>	<b>Mar-2018</b>	<b>1st Quarter</b>
<b>Automatic Meter Read Processing</b>	Intervals Loaded	3,791,588,963	3,436,491,469	3,801,840,325	11,029,920,757
	Intervals Loaded on Time	3,791,588,963	3,436,491,469	3,801,840,325	11,029,920,757
	% Intervals Loaded on Time	100.00%	100.00%	100.00%	100.00%
	Number of incidents resulting in accumulated delay >240 minutes <sup>2</sup>	0	0	0	0
<b>Automatic Billing Quantity Processing</b>	BQ Requests	5,571,482	4,327,035	4,462,266	14,360,783
	BQ Requests Fulfilled on Time	5,571,482	4,327,035	4,462,266	14,360,783
	% Requests Fulfilled on Time	100.00%	100.00%	100.00%	100.00%
	Number of incidents resulting in accumulated delay >240 minutes <sup>2</sup>	0	0	0	0
<b>Automatic MMD Incremental Synchronization Processing</b>	Data Elements Requested	1,208,068	1,123,592	1,189,290	3,520,950
	Data Elements Loaded on Time	1,208,068	1,123,592	1,189,290	3,520,950
	% 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
<b>MDM/R Graphical User Interface</b>	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 <sup>2</sup>	0	0	0	0
<b>Meter Read Retrieval Web Services</b>	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
<b>Reporting</b>	Percentage completed on time	99.67%	100.00%	99.66%	99.78%
	Number of incidents resulting in Reporting percentage completion outside of agreed Service Level target	0	0	0	0
<b>Vendor Service Desk Incident Response</b>	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
<b>Vendor Service Desk Service Requests</b>	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

<b>Non-Critical Service Level Summary</b>		<b>Jan-2018</b>	<b>Feb-2018</b>	<b>Mar-2018</b>	<b>1st Quarter</b>
<b>Meter Read Retrieval Web Services</b>	Response Time	99.98%	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
<b>MDM/R Availability</b>	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
<b>Service Requests</b>	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

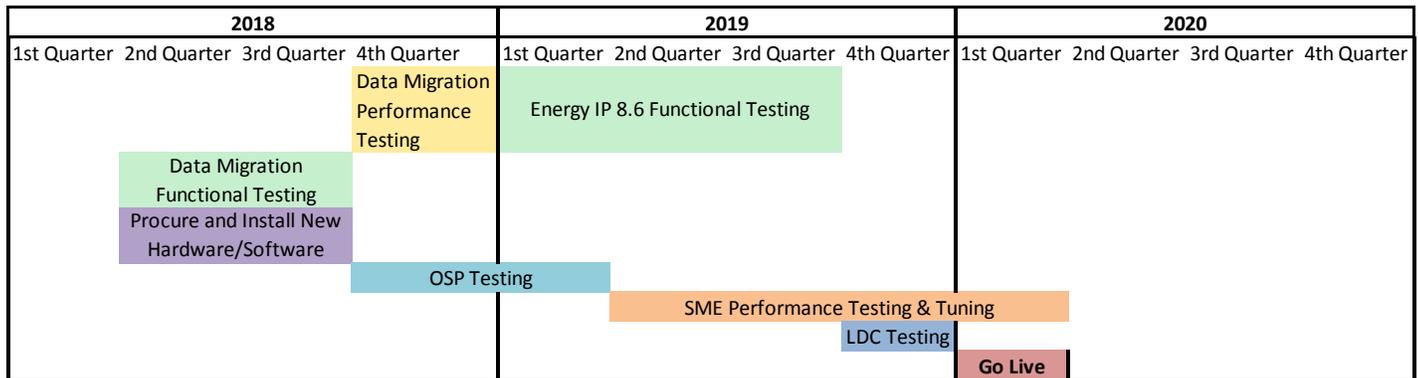
## 2.4 1<sup>st</sup> Quarter Key SME Activities

### SME Steering Committee

The SME Steering Committee held a meeting on March 27<sup>th</sup> 2018 which was hosted by Waterloo North. During this meeting LDCs were given the opportunity to provide feedback and suggestions to the SME during a pre-scheduled meeting open call. LDCs can also communicate feedback and suggestions through email and online live via the webinar presentation. The next meeting and call is scheduled for June 19<sup>th</sup> 2018 and is being hosted at the IESO Toronto office.

### EIP 8.6 Update

The SME is in the early stages of testing the next major upgrade of the EnergyIP platform. The upgrade to eIP version 8.6 strategically positions the MDM/R for the next architectural design stage and includes a hardware refresh which simplifies the architecture and improves system performance. Data migration testing is currently underway. The goal of the upgrade is to limit impact to LDCs by minimizing changes to the application interfaces. The upgrade project is on track to be completed by Q1 2020.



### LDC Training

The SME provided Basic and Advanced GUI Training on January 9<sup>th</sup> & 10<sup>th</sup>, 2018 and additional training has been scheduled for May 2018.

### MDM/R DataMart

The total number of LDCs enrolled into the MDM/R DataMart has reached 17. LDCs are invited to enroll voluntarily and transitions are expected to be non-disruptive from an application perspective. Once transitioned, LDCs and their agents can take advantage of the 24/7 access to data and the ability to retrieve large amounts of data efficiently.

This facility continues to support new and evolving value-added data services including the delivery of several custom aggregated reports to assist LDCs with their business operations. The system is also supporting pilot testing for data analytics through the 3<sup>rd</sup> party access initiative.

### LDC Mergers

Alectra continues testing activities in preparation for their first merger with Enersource and PowerStream which is scheduled for the weekend of June 23<sup>rd</sup>, 2018. Alectra mergers with Hydro One Brampton and Horizon are expected in Q4 of 2018.

### SME Rate Filing

March 1<sup>st</sup>, 2018 the OEB approved the SME's application for a new 5-year budget and rate filing for the period of January 1<sup>st</sup>, 2018 to December 31<sup>st</sup>, 2022. The new SME fee will be \$0.57/meter/month, which is over 25% less than the previous fee of \$0.79/meter/month.

### Toronto Hydro Phase 2 Enrolment

In October 2018 Toronto Hydro successfully completed phase 1 of their MDM/R enrolment by synchronizing and sending data for their residential and General Service < 50 kWh service delivery points. In Q1 2018 Toronto Hydro submitted a project plan outlining the requirements to complete phase 2 of their enrolment and begin billing from the MDM/R. Currently Toronto is on track and is expected to start billing from the MDM/R by Q4 2018.

### **Third Party Access Implementation Plan**

The IESO's Data Strategy Advisory Council (DSAC) is a committee of representatives within Ontario's electricity sector and other sectors, appointed by the IESO, to provide input in the review and development of processes for the implementation of Third Party Access to the data within the MDM/R, in a de-identified manner, as per OEB Orders (EB-2015-0297 and EB-2016-0284).

The IESO's DSAC held a meeting on January 31<sup>st</sup>, 2018. During the meeting the committee received updates on re-identification risk determinations for six pilot test cases, as well as updates on the market analysis completed for a third party access costing model.

Further information regarding the Data Strategy Advisory Council and its activities can be found on our website at <http://www.ieso.ca/en/sector-participants/smart-metering-entity/data-strategy-advisory-council>

## **3. Additional Risks and Issues**

---

There are no additional risks or issues to report.

## **4. Other Opportunities and Next Steps**

---

There are no other opportunities to report.