

Smart Metering Entity (SME) MDM/R Report

2nd Quarter 2018
April to June

Issue 20.0 - July 31, 2018

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Introduction

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 (<https://www.oeb.ca>), 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
- Second Quarter Key SME Activities
- Additional Risks and Issues, and
- Other Opportunities and Next Steps

MDM/R Operation and Processing Performance

MDM/R PERFORMANCE

The MDM/R production environment remains stable and reliable, processing reads from over 4.9 million meters for 66¹ LDCs on a daily basis. The SME continues to respond to and address LDC support, service requests and issues in a timely manner.



66¹
LDCs



4,960,919
Smart Meters

In the second quarter of 2018, the MDM/R was operationally stable by meeting service levels for 98.57% of meter reads, 100% of billing quantity requests, and 100% of master data updates. The drop in meter reads is attributed to a single incident in June where the MDM/R experienced an outage due to an unexpected hardware failure. The problem was promptly identified and MDM/R operation was restored.

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 second quarter the number of estimated intervals continue to decline. Fewer estimations improves MDM/R processing efficiency and billing accuracy. The SME continually monitors the MDM/R and works with the LDC community to improve the quality of their data submissions.

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 summary².

¹ The number of LDCs has been changed to reflect the merge of Enersource Hydro into Alectra Utilities.

² Percentages are rounded to the second decimal place for each metric.

Critical Service Level Summary		Apr-2018	May-2018	Jun-2018	2nd Quarter
Automatic Meter Read Processing	Intervals Loaded	3,689,419,880	3,816,991,581	3,694,313,512	11,200,724,973
	Intervals Loaded on Time	3,689,419,880	3,769,081,788	3,581,920,910	11,040,422,578
	% Intervals Loaded on Time	100.00%	98.74%	96.96%	98.57%
	Number of incidents resulting in accumulated delay >240 minutes ²	0	0	1	1
Automatic Billing Quantity Processing	BQ Requests	6,461,740	7,003,984	6,750,521	20,216,245
	BQ Requests Fulfilled on Time	6,461,740	7,003,984	6,733,302	20,199,026
	% Requests Fulfilled on Time	100.00%	100.00%	99.74%	99.91%
	Number of incidents resulting in accumulated delay >240 minutes ²	0	0	1	1
Automatic MMD Incremental Synchronization Processing	Data Elements Requested	1,242,715	2,290,475	3,487,169	7,020,359
	Data Elements Loaded on Time	1,242,715	2,290,475	3,487,009	7,020,199
	% 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	100.00%	100.00%	97.27%	99.09%
	Number of incidents resulting in MDM/R Graphical User Interface availability outside of agreed Service Level target ²	0	0	1	1
Meter Read Retrieval Web Services	Availability	100.00%	100.00%	96.93%	98.98%
	Number of incidents resulting in Meter Read Retrieval Web Services availability outside of agreed Service Level target	0	0	2	2
Reporting	Percentage completed on time	99.99%	99.99%	98.55%	99.51%
	Number of incidents resulting in Reporting percentage completion outside of agreed Service Level target	0	0	0	0
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%	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

Non-Critical Service Level Summary		Apr-2018	May-2018	Jun-2018	2nd Quarter
Meter Read Retrieval Web Services	Response Time	99.99%	99.99%	99.99%	99.99%
	Number of incidents resulting in Meter Read Retrieval Web Services response time outside of agreed Service Level target	0	0	0	0
MDM/R Availability	Availability	98.81%	100.00%	97.38%	98.73%
	Number of incidents resulting in MDM/R Availability outside of agreed Service Level target	2	0	0	2
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

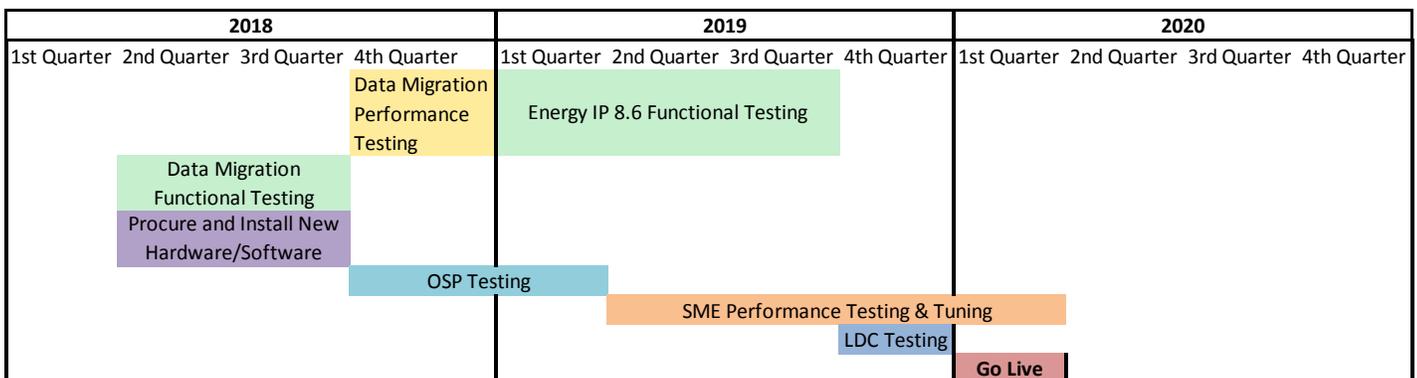
2ND QUARTER KEY SME ACTIVITIES

SME Steering Committee (SSC)

The SSC held a meeting on June 19th 2018 which was hosted at the IESO Toronto office. During this meeting LDCs were given the opportunity to provide feedback and suggestions to the SME during a pre-scheduled meeting open call. The SSC will be adding three members (1 replacement and 2 new). LDCs can also communicate feedback and suggestions through email and online live via the webinar presentation. The next meeting is scheduled for September 26th 2018 at the International Centre in Mississauga.

EIP 8.6 Update

The SME is in the early stages of testing the next major release of the EnergyIP platform. The upgrade to eIP version 8.6 is expected to improve operating performance by providing the MDM/R with the latest supported technology and hardware which simplifies the architecture and improves system performance. Data migration testing and functional exploratory testing is still underway. One of the guiding principles of this upgrade is to limit impact to LDCs by minimizing changes to the application interfaces. The upgrade project is still on track to be completed by Q1 2020.



LDC Training

The SME provided Basic and Advanced GUI Training on May 8th & 9th, 2018 and additional training has been scheduled for October 2018. The SME is also providing custom training for LDCs based on their business needs. Custom training for Alectra is expected to happen in the middle of the third quarter.

MDM/R DataMart

LDCs can enroll voluntarily into the MDM/R DataMart with transitions that 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 3rd party access initiative.

LDC Mergers

The SME has supported several LDCs with merge projects since 2015. LDC merge projects require dedicated resources to support meter read and master data preparation for multiple merge test cycles in MDM/R production sized test environments. On June 23rd Alectra successfully merged with Enersource in the MDM/R production environment. Alectra is actively testing for the mergers of Brampton Hydro and Horizon Utilities which will be completed in the Production Environment by the end of Q4 2018.

Toronto Hydro Phase 2 Enrolment

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. Toronto is still on track and has completed preparation for System Integration Testing. Qualification Testing with the MDM/R is scheduled to begin in late October, and Toronto Hydro is expected to complete billing integration by the end of the year.

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 two meetings in the second quarter. On April 25th, 2018 the council reviewed the data use agreement, pilot test cases, and market analysis completed for a third party costing model. On May 30th, 2018 the council was apprised of data product developments and introduced to a proposed costing and valuation formula. The council was fully engaged and provided feedback which is expected to help refine the cost model for submission to the OEB by the end of 2018. The next DSAC meeting will be held in October 2018.

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>

Additional Risks and Issues

There are no additional risks or issues to report.

Other Opportunities and Next Steps

There are no other opportunities to report.