

# Smart Metering Entity (SME) MDM/R Report

1<sup>st</sup> Quarter 2019  
January to March

Issue 23.0 - April 30, 2019

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# Introduction

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## **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, Northern Development and Mines website (<https://www.mndm.gov.on.ca/en>).

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

## MDM/R Operation and Processing Performance

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### MDM/R PERFORMANCE

The MDM/R production environment remains stable and reliable, processing reads from approximately 5 million smart meters, for all LDCs in Ontario<sup>1</sup> on a daily basis. The SME continues to respond to and address LDC support, service requests and issues in a timely manner.



**64<sup>1</sup>**  
**LDCs**



**4,987,466**  
**Smart Meters**

In the first quarter of 2019, the MDM/R was operationally stable and met or exceeded service levels for 99.64% of meter reads, 99.82% of billing quantity requests, and 100% of master data updates.

### LDC PERFORMANCE

The SME produces monthly performance metrics reports and daily-summarized operational data for each LDC through the MDM/R Service Desk tool. During the first quarter, the number of estimated intervals declined which increases billing accuracy. The SME continues to monitor the MDM/R and work 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 summary<sup>2</sup>.

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<sup>1</sup> The number of LDCs has been updated to reflect the merge of Alectra Utilities and Horizon Utilities.

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

| <b>Critical Service Level Summary</b>                       |  | <b>Jan-2019</b> | <b>Feb-2019</b> | <b>Mar-2019</b> | <b>1st Quarter</b> |
|---|--|-----------------|-----------------|-----------------|--------------------|
| <b>Automatic Meter Read Processing</b>                      | Intervals Loaded   | 3,845,396,850   | 3,492,096,232   | 3,865,543,424   | 11,203,036,506     |
|   | Intervals Loaded on Time   | 3,845,396,850   | 3,460,521,374   | 3,856,954,743   | 11,162,872,967     |
|   | % Intervals Loaded on Time   | 100.00%         | 99.10%          | 99.78%          | 99.64%             |
|   | Number of incidents resulting in accumulated delay >240 minutes <sup>2</sup>   | 0               | 0               | 1               | 1                  |
| <b>Automatic Billing Quantity Processing</b>                | BQ Requests  | 6,645,549       | 4,232,407       | 11,923,568      | 22,801,524         |
|   | BQ Requests Fulfilled on Time  | 6,645,549       | 4,232,407       | 11,882,775      | 22,760,731         |
|   | % Requests Fulfilled on Time   | 100.00%         | 100.00%         | 99.66%          | 99.82%             |
|   | Number of incidents resulting in accumulated delay >240 minutes <sup>2</sup>   | 0               | 0               | 1               | 1                  |
| <b>Automatic MMD Incremental Synchronization Processing</b> | Data Elements Requested  | 2,180,515       | 1,754,580       | 1,016,460       | 4,951,555          |
|   | Data Elements Loaded on Time   | 2,180,515       | 1,754,580       | 1,016,460       | 4,951,555          |
|   | % 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%         | 99.96%          | 99.97%          | 99.98%             |
|   | 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   | 100.00%         | 100.00%         | 100.00%         | 100.00%            |
|   | 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  | 98.72%          | 100.00%         | 100.00%         | 99.57%             |
|   | 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-2019</b> | <b>Feb-2019</b> | <b>Mar-2019</b> | <b>1st Quarter</b> |
|---|---|-----------------|-----------------|-----------------|--------------------|
| <b>Meter Read Retrieval Web Services</b>  | 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                  |
| <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                  |

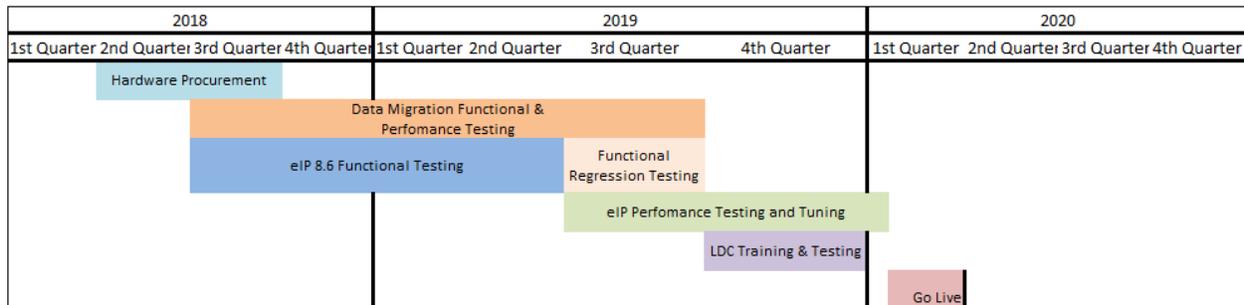
## 1<sup>ST</sup> QUARTER ACTIVITIES

### SME Steering Committee (SSC)

During the first quarter the SSC met on January 23<sup>rd</sup> and March 27<sup>th</sup>. During the SSC open calls the SME provided operational updates as well as updates on the Third Party Access project, the MDM/R EIP 8.6 upgrade, Data Governance initiatives, LDC Mergers, MDM/R Archiving, Sterling AS2 Upgrade and MDM/R LDC Training Updates. The next meeting is scheduled for June 19<sup>th</sup> 2019 at the IESO downtown Toronto office.

### EIP 8.6 Upgrade

The SME continues to test the next major release of the EnergyIP platform. Currently, data migration testing and functional testing is still underway. 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. One of the guiding principles of this upgrade is to limit impact to LDCs by minimizing changes to the application interfaces. Initial feedback from the MDM/R Technical Panel, regarding the changes identified to date, has been positive. The upgrade project is on track to be completed by end of Q1 2020.



### LDC Training

Training scheduled for January 8<sup>th</sup> and 9<sup>th</sup> was cancelled due to low enrolment; however, the SME has a high number of registrants for the May 7<sup>th</sup> and May 8<sup>th</sup> Basic and Advanced GUI training sessions. After these sessions have completed, the SME is planning to suspend eIP 7.7 training and begin eIP 8.6 training in late Q3 2019.

### SME Service Desk

In March the SME upgraded the SME Service Desk knowledge base application to version 3. This version provides more refined search features and a more user friendly interface. The SME has also added several new data monitors to help LDCs identify data conditions that prevent billing which has been well received by LDCs.

## **LDC Mergers**

On March 10, 2019 the SME successfully finalized the merger of Horizon Utilities with Alectra Utilities in the MDM/R. Post-merger, the SME has been working with Alectra to address some outlying data conditions that may impact billing success rates. This process is expected to be finalized by early Q3, when all Alectra customers will be billed from the MDM/R. Alectra's next merger with Guelph Hydro is not expected until 2020.

The SME has three new mergers scheduled for Q3/Q4 2019. The merger between Thunder Bay Hydro and Kenora Hydro (now known as Synergy North) is scheduled for September 2019, ERTH Power Corporation and West Coast Huron Energy are scheduled for October 2019, and the merger between Entegrus Powerlines and St. Thomas Energy is planned for November 2019.

During the first quarter of 2019, the SME conducted site visits with ERTH Power Corporation and Entegrus to outline the MDM/R LDC merge procedure and ensure resources and systems are available as needed to support these LDC mergers.

## **Toronto Hydro Phase 2 Enrolment**

In Q4 2018 Toronto Hydro completed phase 2 of their enrolment to begin billing from the MDM/R. During Q1, Toronto Hydro slowly ramped up the number of billing requests sent to the MDM/R, and is expected to reach full production volumes for billing by the end of Q2 2019.

## **Third Party Access**

On December 4<sup>th</sup>, 2018 the SME filed an application with the Ontario Energy Board ("OEB") seeking an order for:

- (a) authorizing the SME to charge market prices for third party access ("TPA") to de-identified information (as defined in the proposed amendments to the SME's licence and referred to below as the "data");
- (b) approving the establishment of a new sub-account, the Benefits Account, under the Balancing Variance Account ("BVA") to track the net revenue generated from TPA; and
- (c) amending the SME's licence, as described below, to allow the SME to:
  - (i) provide access to the data to any person who meets the terms of access established by the SME and enters into a Data Use Agreement ("DUA") with the SME; and
  - (ii) annually report the net revenue generated by TPA accumulated in the Benefits Account, a sub-account of the BVA.

As settlement between parties has not been reached during the March 25<sup>th</sup> Settlement Conference, the regulatory proceedings continue as per OEB's process and direction.

## Additional Risks and Issues

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There are no additional risks or issues to report.

## Other Opportunities and Next Steps

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### **General Service <50kW split**

The SME/IESO performed internal analysis and provided a letter of comment to the OEB regarding the Rate Design for Commercial and Industrial Electricity Consumers - Ontario Energy Board File Number: EB-2015-0043. In summary, the SME suggested a number of clarification points for OEB's consideration and provided an estimated theoretical timeline to implement the General Service <50 kW customer class being split into two customer classes; namely: GS<10 kW and GS 10 to 50 kW.