

Smart Metering Entity (SME) MDM/R Report

3rd Quarter 2019
July to September

Issue 25.0 - October 30, 2019

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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, 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
- Third 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 5 million smart meters, for all LDCs¹ in Ontario on a daily basis. The SME continues to respond to and address LDC service requests and support issues in a timely manner.



63
LDCs¹



5,033,909
Smart Meters

In the third quarter of 2019, the MDM/R was operationally stable and met or exceeded service levels for 99.42% of meter reads, 99.99% of billing quantity requests, and 99.97% 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 third quarter, there was a downward trend in the number of estimated intervals which positively impacted billing accuracy; however, billing success rates continued to drop in July and August due to a rise in data conditions that prevented billing before billing success improved again in September. 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 summary².

¹ The number of LDCs has been updated to reflect the recent MDM/R merge of ERTH Corporation and West Coast Huron Energy.

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

Critical Service Level Summary		Jul-2019	Aug-2019	Sep-2019	3rd Quarter
Automatic Meter Read Processing	Intervals Loaded	3,889,443,975	3,889,232,054	3,769,946,165	11,548,622,194
	Intervals Loaded on Time	3,889,443,975	3,889,232,054	3,702,883,620	11,481,559,649
	% Intervals Loaded on Time	100.00%	100.00%	98.22%	99.42%
	Number of incidents resulting in accumulated delay >240 minutes ²	0	0	0	0
Automatic Billing Quantity Processing	BQ Requests	6,365,069	5,334,092	5,072,599	16,771,760
	BQ Requests Fulfilled on Time	6,365,069	5,333,229	5,072,599	16,770,897
	% Requests Fulfilled on Time	100.00%	99.98%	100.00%	99.99%
	Number of incidents resulting in accumulated delay >240 minutes ²	0	0	0	0
Automatic MMD Incremental Synchronization Processing	Data Elements Requested	2,202,828	1,921,585	2,073,352	6,197,765
	Data Elements Loaded on Time	2,202,828	1,921,585	2,071,597	6,196,010
	% Data Elements Loaded on Time	100.00%	100.00%	99.95%	99.97%
	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	99.18%	100.00%	98.98%	99.39%
	Number of incidents resulting in MDM/R Graphical User Interface availability outside of agreed Service Level target ²	2	0	3	5
Meter Read Retrieval Web Services	Availability	99.15%	99.98%	99.14%	99.42%
	Number of incidents resulting in Meter Read Retrieval Web Services availability outside of agreed Service Level target	2	0	3	5
Reporting	Percentage completed on time	100.00%	99.98%	100.00%	99.99%
	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		Jul-2019	Aug-2019	Sep-2019	3rd 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	99.14%	100.00%	99.10%	99.41%
	Number of incidents resulting in MDM/R Availability outside of agreed Service Level target	2	0	3	5
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

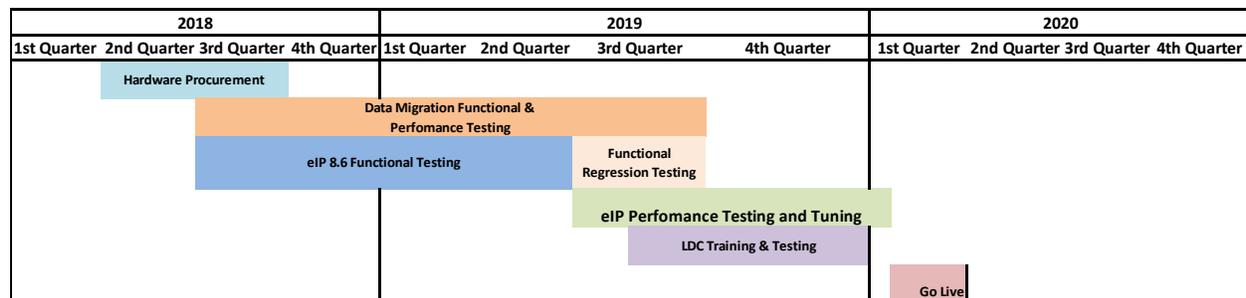
3RD QUARTER ACTIVITIES

SME Steering Committee (SSC)

During the third quarter the SSC met on September 19th at the IESO office in Toronto. During the SSC open call 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, new Elster Meter Types, LDC Mergers, MDM/R Archiving, and Service Desk tool updates. Engagement from the LDC community was high, as the SSC received multiple questions regarding the 8.6 upgrade and provided responses. The next meeting is a conference call scheduled for November 06, 2019.

EIP 8.6 Upgrade

Performance testing and tuning of the EnergyIP version 8.6 application is now underway. One of the guiding principles of this upgrade is to limit impact to LDCs by minimizing changes to the application interfaces. To reduce LDC testing effort in the fall, the SME has temporarily scaled up the LDC 8.6 test environment to a full sized production environment. This provides LDCs with multiple testing options and allows them to perform parallel testing. Feedback from the LDCs, regarding the changes identified to date, has been positive. The upgrade project is on track to be completed by the end of Q1 2020.



LDC Training

The SME delivered three separate 8.6 Upgrade webinars in September which were well received. The webinar presentation was posted to the SME knowledge base for LDC reference. The SME is currently updating and creating new MDM/R eLearning courses which are expected to be made available in Q4 2019.

SME Service Desk

LDC Metrics Dashboard Upgrade:

SME has revamped the LDC Metrics Dashboard and will be releasing the newer version to the LDCs in October. The new Dashboard has a more efficient design, better visualization and intuitive navigation. This new version introduces a few additional graphs in the Dashboard that provide data around LDC consumption: For instance, “MDM/R Total Usage”, “MDM/R Usage Greater than 2000 kWh in a Day”, and “OEB Yearbook vs MDM/R Consumption”. An updated Guide to the new Dashboard has been published in the SME Service Desk Knowledge Base.

Service Desk Software Upgrade:

The SME is testing the latest release of the SME Service Desk tool software, code named “New York”, and plans to Go-Live in November, 2020. This upgrade is required to ensure continued service support from the software vendor and utilize the latest feature set available in the newer release.

Streamlining Monthly LDC Performance Metrics Report Process:

The SME is working to update and streamline the Monthly LDC Performance Metrics Report which is currently planned for deployment in Q4 2019. This new process will consolidate information from different data sources into a single cloud database to ensure data consistency and accuracy. This new process utilizes Agile Software Development methodology and will allow the SME to quickly adapt to changing LDC reporting needs.

MDM/R Archiving

On September 28, 2019, SME archived meter read and billing data older than 27 months. Archiving is a cost effective measure to maintain system performance and preserve historical records from the MDM/R. Archived data can be retrieved anytime upon request.

LDC Mergers

The SME currently has two mergers scheduled for this year. The merge between EARTH Power Corporation and West Coast Huron Energy was completed successfully on October 12, 2019, and the merger between Entegrus Powerlines and St. Thomas Energy is planned for late November 2019.

LDC Transition to the new MDM/R AS2 - Sterling

Based on recommendations from the SME’s annual security audit, the SME has upgraded its file transfer (AS2) systems and software. All LDCs were transitioned to the MDM/R’s new AS2 and complied with the new security requirements before the targeted deadline of August 30th, 2019.

Third Party Access

On May 17th, 2019, the SME filed a reply submission to the Ontario Energy Board (OEB), in its application for an order and a licence amendment to allow it to charge market prices for access to certain data for the benefit of smart meter charge ratepayers. As of September 30th, the OEB is reviewing the submission and the SME is awaiting a decision.

Additional Risks and Issues

There are no additional risks or issues to report.

Other Opportunities and Next Steps

There are no other opportunities or next steps to report.