

Smart Metering Entity (SME) MDM/R Report

4th Quarter 2019
October to December

Issue 26.0 - January 31, 2020

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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
- Fourth 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.



62
LDCs¹



5,055,605
Smart Meters

In the fourth quarter of 2019, the MDM/R was operationally stable and exceeded service levels for 99.95% of meter reads, 100% 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 fourth quarter, the currency of meter read data improved in the months of November and December and the number of intervals estimated remained low overall, which positively affected billing accuracy and billing success rates. 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 between Entegrus Powerlines and St. Thomas Energy.

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

Critical Service Level Summary		Oct-2019	Nov-2019	Dec-2019	4th Quarter
Automatic Meter Read Processing	Intervals Loaded	3,899,000,789	3,773,481,835	3,900,016,026	11,572,498,650
	Intervals Loaded on Time	3,896,990,315	3,769,783,632	3,900,016,026	11,566,789,973
	% Intervals Loaded on Time	99.95%	99.90%	100.00%	99.95%
	Number of incidents resulting in accumulated delay >240 minutes ²	0	0	0	0
Automatic Billing Quantity Processing	BQ Requests	5,592,119	9,356,086	5,519,758	20,467,963
	BQ Requests Fulfilled on Time	5,591,506	9,356,086	5,519,758	20,467,350
	% Requests Fulfilled on Time	99.99%	100.00%	100.00%	100.00%
	Number of incidents resulting in accumulated delay >240 minutes ²	1	0	0	1
Automatic MMD Incremental Synchronization Processing	Data Elements Requested	1,936,009	1,328,094	1,044,775	4,308,878
	Data Elements Loaded on Time	1,936,009	1,328,094	1,044,775	4,308,878
	% 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%	99.99%	100.00%
	Number of incidents resulting in MDM/R Graphical User Interface availability outside of agreed Service Level target ²	0	0	0	0
Meter Read Retrieval Web Services	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
Reporting	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
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%	98.82%	100.00%	99.61%
	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		Oct-2019	Nov-2019	Dec-2019	4th Quarter
Meter Read Retrieval Web Services	Response Time	98.67%	99.98%	99.99%	99.55%
	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	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
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

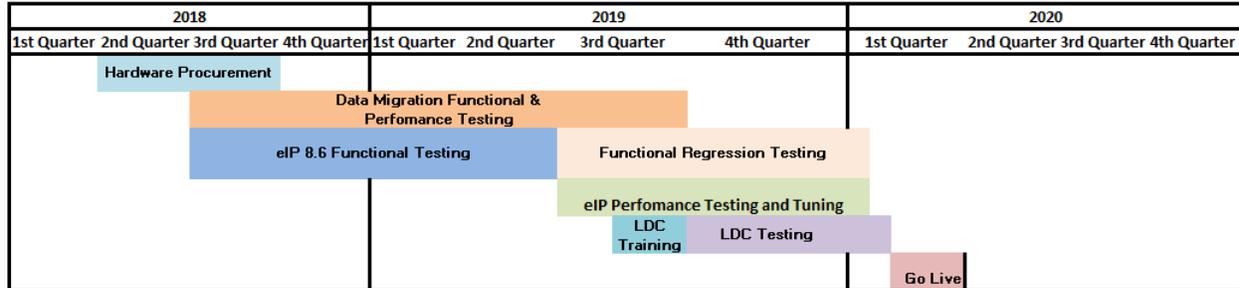
4TH QUARTER ACTIVITIES

SME Steering Committee (SSC)

During the fourth quarter, the SSC met on November 06, 2019. The SME provided updates on the SSC Membership, Third Party Access project, the MDM/R EIP 8.6 upgrade, Data Governance initiatives, LDC Mergers, IESO SME CSAE 3416 Audit, Meter Technology Meetings and the LDC Event scheduled for the next day (November 7th, 2019). The SSC open call portion of the meeting was not available due to the SME LDC Event. The next meeting is scheduled for January 22, 2020.

EIP 8.6 Upgrade

Functional testing, Performance testing and LDC testing of the new EnergyIP version 8.6 application is well underway with over half of the LDCs in province testing in the MDM/R Sandbox environment. Testing feedback from LDCs, regarding the changes identified to date, has been encouraging. The SME is working promptly to resolve the functional issues identified and enhancement requests submitted by the LDCs. The upgrade project is on track to be completed before the end of April 2020.



LDC Training

The SME added a new eLearning course in the SME Academy on the MDM/R VE11 report to help LDCs troubleshoot meter read data validation failures. In 2020 the SME will continue expanding on these courses to provide more comprehensive training material for LDCs who hire new staff.

SME Service Desk

MDM/R Service Desk tool Upgrade and Enhancements

On October 28, 2019 the SME successfully upgraded the MDM/R Service Desk tool to the latest release, named “New York” to maintain software support and provide an enhanced user interface with added functionality which allows LDCs to monitor and correct missing data and manage meter activities.

LDC Metrics Dashboard Upgrade:

The SME has upgraded the LDC Metrics Dashboard and released the newer version to the LDCs on October 11th, 2019. The new Dashboard has a more efficient design, better visualization and more 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.

Updating Monthly LDC Performance Metrics Report:

The SME successfully completed updating and streamlining the Monthly LDC Performance Metrics Report which was deployed on December 02, 2019. The new report consolidates information from different data sources into a single cloud database to ensure data consistency and accuracy, and utilizes Agile Software Development methodology which will allow the SME to quickly adapt to changing LDC reporting needs.

LDC Mergers

As mentioned in the previous report, the merger of West Coast Huron Energy into EARTH Power Corporation was completed on October 12, 2019. In November, the merge between Entegrus Powerlines and St. Thomas Energy was also completed successfully.

High Usage Report for LDCs

SME has introduced a new daily High Usage report which lists Service Delivery Points that have high usage greater than 2000 kWh or more in a single day. Feedback and action from LDCs has been positive.

MDM/R Annual CSAE3416 Audit

External auditors issued the 2019 CSAE3416 audit report on November 15th, 2019 and the result of the audit marked the 10th consecutive year of the MDM/R obtaining an unqualified audit opinion.

SME LDC Event

On Thursday, November 7th, 2019, the SME organized a province-wide event for LDCs which was held at the Living Arts Centre in Mississauga. This event showcased many of the key initiatives that the SME is currently engaged in and featured a presentation from Gartner's top analyst on "Today's digital transformation and the importance of data literacy programs for our organizations".

During the event the SME recognized MDM/R Data Excellence and presented awards to LDCs who demonstrated the highest metrics on various categories of master/meter read data performance over the past year.

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.