

Smart Metering Entity (SME) MDM/R Report

2nd Quarter 2020
April to June

Issue 28.0 - July 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
- 2nd 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 LDCs 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
LDCs



5,073,134
Smart Meters

In the second quarter of 2020, the MDM/R was operationally stable and met or exceeded service levels for 99.14% 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. The currency of meter read data was better overall in the second quarter compared to the first quarter, and the number of successful LDC Billing responses dipped in April but recovered during the months of May and June.

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 summary¹.

¹ Percentages are rounded to the second decimal place for each metric.

Critical Service Level Summary		Apr-2020	May-2020	Jun-2020	2nd Quarter
Automatic Meter Read Processing	Intervals Loaded	3,788,622,893	3,908,661,080	3,784,777,801	11,482,061,774
	Intervals Loaded on Time	3,689,428,683	3,908,661,080	3,784,777,801	11,382,867,564
	% Intervals Loaded on Time	97.38%	100.00%	100.00%	99.14%
	Number of incidents resulting in accumulated delay >240 minutes ²	11	0	0	11
Automatic Billing Quantity Processing	BQ Requests	7,666,071	5,717,527	8,564,302	21,947,900
	BQ Requests Fulfilled on Time	7,666,061	5,717,527	8,564,302	21,947,890
	% Requests Fulfilled on Time	100.00%	100.00%	100.00%	100.00%
	Number of incidents resulting in accumulated delay >240 minutes ²	0	0	0	0
Automatic MMD Incremental Synchronization Processing	Data Elements Requested	809,157	976,794	1,040,661	2,826,612
	Data Elements Loaded on Time	809,157	976,794	1,040,661	2,826,612
	% 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%	100.00%	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%	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-2020	May-2020	Jun-2020	2nd Quarter
Meter Read Retrieval Web Services	Response Time	99.98%	99.97%	100.00%	99.98%
	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

2ND QUARTER KEY SME ACTIVITIES

SME Steering Committee (“SSC”)

The SSC met four times throughout the second quarter to discuss the MDM/R eIP 8.6 Upgrade, Data Governance initiatives, OEB Third Party Access project, LDC Mergers, support for new meter types, and MDM/R data archiving. The next meeting is scheduled for September 23, 2020.

SME COVID-19 Response

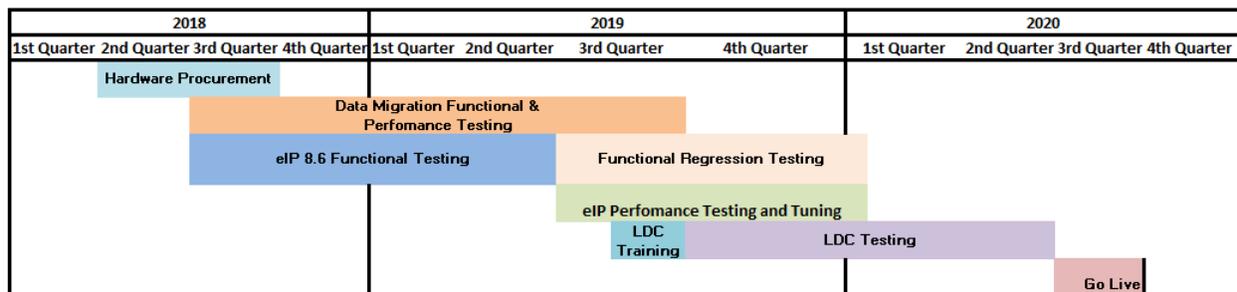
During the second quarter, in response to the COVID-19 Pandemic and the provincial declaration of a State of emergency, the IESO asked all non-essential staff to work from home until September 2020. Both the SME and the OSP have demonstrated the capability to allow staff to connect to all systems remotely, and support work from home arrangements for an extended period of time, which has allowed the SME to continue to effectively provide uninterrupted service.

EIP 8.6 Upgrade

Considering current events, with the SME and all LDCs working from home and after recommendation from the SSC and the MDM/R Technical Panel, the SME postponed the MDM/R eIP 8.6 upgrade which was initially scheduled for the Easter long weekend. The new upgrade date has been scheduled for late July / early August during the Civic Holiday weekend.

SME functional and parallel testing is nearly complete and LDC testing of the new EnergyIP version 8.6 application is well underway with the majority of LDCs in the province finished testing in the MDM/R Sandbox environment. The SME is continuing to work with the software vendor to resolve the few functional issues and defects identified by LDCs.

The SME conducted two webinars for LDCs on July 7 and July 9, 2020 to outline the eIP 8.6 Project & Upgrade Timeline, discuss changes in eIP 8.6, and to review the outstanding defects.



SME Service Desk

LDC Mergers

The SME continues to support the upcoming Elexicon Energy merger of Veridian Hydro and Whitby Hydro.

SME will be conducting a webinar with the HydroOne team to review the LDC Merge process in preparation for their upcoming Mergers with Orillia Power Distribution Corp. and Peterborough Distribution Inc.

At the time of this report, the SME was also working with Newmarket Hydro to schedule their merger with Midland Power Utility Corp. which is tentatively scheduled for December 2020.

CIS Upgrade projects

In the second quarter, the SME continued to provide support to Burlington Hydro and Hydro Ottawa on their respective CIS upgrade projects. Both LDCs were connected to the SME's Performance Test environment to accommodate larger volume parallel testing with their new or upgraded CIS systems.

User Administration and Access Management

During the second quarter the SME deployed a new User Administration and Access Management application. This application was built and customized based on LDC feedback and allows authorized users a more user-friendly interface to manage Access to the SME Service Desk and the MDM/R GUI (Graphical User Interface).

COVID-19 Emergency Orders: Changes to TOU prices

To assist distributors with their March, April and May RPP settlement with the IESO due to the COVID-19 emergency fixed rate for the TOU buckets, the SME provided each LDC with its aggregate consumption data for each of the TOU periods. Some distributors, the IESO, and some government agencies noticed some inconsistencies with the consumption data, so the SME contacted the LDCs and worked with them to correct their data quality issues. The SME continues to monitor the MDM/R and work with the LDC community to improve the quality of their data submissions.

On April 14, 2020, the OEB announced an extension of Winter Time-of-use periods. The SME made the required configuration changes to the MDM/R's TOU calendar and updated its documentation to align with this change.

On June 1, 2020, the Premier announced the introduction of a fixed electricity price, known as the COVID-19 Recovery Rate, of 12.8 cents per kWh, which will be automatically applied to all time-of-use customers 24 hours a day, 7 days a week. This fixed electricity price will be in place from June 1 - October 31, 2020.

Customer Choice

On June 1, 2020, the Government of Ontario announced its intention to introduce customer choice for RPP consumers who pay TOU prices. This initiative would allow those consumers to opt out of TOU pricing in favour of tiered prices starting November 1, 2020.

The SME was part of the TOU Customer Choice Working Group established by the OEB which met four times in June. The outcome was an overall design of the election process that underlies the proposed amendments to the Standard Supply Service Code which comprises four steps:

1. Consumer Makes an Election
2. Distributor Notification to Consumer
3. Consumer Election Implemented
4. Confirmation of Implementation

The OEB determined that all distributors currently receive billing quantities for residential and general service less than 50kW TOU customers from the Independent Electricity System Operator (IESO) in its capacity as the Smart Metering Entity (SME). Under the proposed amendments, the SME would continue to perform this function for any residential or general service less than 50kW RPP consumer that makes the switch to tiered pricing. It was also determined that retaining the SME's role in determining billing quantities independent of pricing structure would facilitate the centralized collection and reporting of data the OEB expects to require as an input to RPP price setting (such as reporting on the number of RPP consumers that have switched from TOU to tiered, and the associated load shape and energy volumes).

Additional Risks and Issues

As mentioned above, the quality of the MDM/R data is paramount to accurate reporting, insights and analytics for various applications, such as pricing policy, customer usage trends or demand forecast. The SME continues to strongly encourage all distributors to:

- Review the ongoing MDM/R reports which outline any data issues that may require action from the LDCs,
- Revisit the business processes associated with the MDM/R operations to ensure that they are correctly applied
- Reach out to the SME if any extra help is required in addressing any data issues

This is specifically more important come November 1, 2020 when the implementation of the customer choice will give rise to an additional need for insights and analysis to assess the performance of the new program and to inform the government's future policy decisions.

Other Opportunities and Next Steps

There are no other opportunities or next steps to report.