

Smart Metering Entity (SME) MDM/R Report

3rd Quarter 2020
July to September

Issue 29.0 - October 30, 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
- 3rd 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



5,079,931
Smart Meters

In the third quarter of 2020, the MDM/R was operationally stable and met or exceeded service levels for 99.98% of meter reads, 99.46% 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. After the MDM/R 8.6 upgrade, there was an expected performance adjustment period in August, followed by the stabilization of the Synchronization, Meter Read Data, and Billing metrics.

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.

In the 3rd quarter, the SME met all the critical and non-critical SLAs as shown in the table below.

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

Critical Service Level Summary		Jul-2020	Aug-2020	Sep-2020	3rd Quarter
Automatic Meter Read Processing	Intervals Loaded	3,783,974,740	3,721,320,348	3,670,049,204	11,175,344,292
	Intervals Loaded on Time	3,783,974,740	3,720,597,258	3,668,841,493	11,173,413,491
	% Intervals Loaded on Time	100.00%	99.98%	99.97%	99.98%
	Number of incidents resulting in accumulated delay >240 minutes ²	0	0	0	0
Automatic Billing Quantity Processing	BQ Requests	5,818,029	5,402,171	5,530,533	16,750,733
	BQ Requests Fulfilled on Time	5,818,029	5,310,931	5,530,533	16,659,493
	% Requests Fulfilled on Time	100.00%	98.31%	100.00%	99.46%
	Number of incidents resulting in accumulated delay >240 minutes ²	0	0	0	0
Automatic MMD Incremental Synchronization Processing	Data Elements Requested	1,133,569	799,719	822,982	2,756,270
	Data Elements Loaded on Time	1,133,569	799,719	822,982	2,756,270
	% 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%	98.52%	99.51%
	Number of incidents resulting in Meter Read Retrieval Web Services availability outside of agreed Service Level target	0	0	1	1
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		Jul-2020	Aug-2020	Sep-2020	3rd Quarter
Meter Read Retrieval Web Services	Response Time	99.97%	99.80%	99.88%	99.88%
	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

3RD QUARTER KEY SME ACTIVITIES

SME Steering Committee ("SSC")

The SSC met on September 23, 2020 to review the MDM/R EIP 8.6 Upgrade, Customer Choice Working Group (TOU vs Tiered), Data Governance initiatives, OEB Third Party Access project, LDC Mergers, support for new meter types, MDM/R data archiving and the Agreed Upon Procedures (AUP) 2020 Audit (in lieu of the annual CSAE3416 audit). The next meeting is scheduled for November 25, 2020.

SME COVID-19 Response

During the third quarter, in response to the COVID-19 Pandemic, the IESO extended the work from home until January 2021. The SME and the OSP have demonstrated the capability to maintain and administer all systems remotely, especially important during the MDM/R 8.6 upgrade, while effectively providing uninterrupted service.

EIP 8.6 Upgrade

During the August Civic Holiday weekend, the SME successfully completed a major upgrade of the MDM/R from eIP 7.7 to eIP 8.6. The upgrade was completed nearly 20 hours ahead of schedule without incident or interruption, minimizing any impact to LDCs.

A number of minor defects were corrected with a code deployment executed during the October 24th weekend. The SME is continuing to work with the software vendor to resolve all other functional issues and defects identified by LDCs since the upgrade.

SME Service Desk

LDC Mergers

The SME continues to support the upcoming mergers between Veridian Hydro and Whitby Hydro, as well as the merger of Newmarket Hydro and Midland Power Utility Corporation. In addition, the SME has also been working with Hydro One in preparation for their upcoming mergers in 2021 with Orillia Power Distribution Corp. and Peterborough Distribution Inc.

CIS Upgrade projects

In the third quarter Hydro Ottawa successfully upgraded their CIS without any issues. The SME continues to support Burlington Hydro while they continue full volume parallel testing with their new CIS system.

Changes to TOU prices & Customer Choice

On June 1, 2020, the Government 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. The SME performed a global price change to support this fixed electricity price will be in place from June 1 - October 31, 2020.

The Government of Ontario also 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 ("SSSC") 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.

On October 2nd, the OEB issued EB-2020-0152 Ontario Energy Board - IMPLEMENTING THE PROCESS FOR ENABLING CUSTOMERS TO OPT OUT OF TIME-OF-USE PRICING: COMMUNICATIONS, REPORTING REQUIREMENT AND SMART METERING ENTITY DATA which amended the SME's licence to align with the changes to the SSSC. The amended licence specifically requires the SME to ensure that distributors report the "commodity rate class" flag that is already built into the SME's Meter Data Management and Repository. Distributors are reminded of their obligation to provide the SME with the appropriate "commodity rate class" identification to indicate when a customer switches from one pricing structure to another. This will in turn support timely and accurate reporting by the SME to the OEB.

Additional Risks and Issues

The SME views the quality of MDM/R data as paramount for 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.