

# Smart Metering Entity (SME) MDM/R Report

4<sup>th</sup> Quarter 2020  
October to December

Issue 30.0 - January 27, 2021

# Table of Contents

---

<b>Table of Contents</b> .....	<b>1</b>
<b>Introduction</b> .....	<b>2</b>
Purpose and Contents .....	2
<b>MDM/R Operation and Processing Performance</b> .....	<b>3</b>
MDM/R Performance .....	3
LDC Performance .....	3
MDM/R Service Levels .....	3
4 <sup>th</sup> Quarter key sme Activities .....	5
<b>Additional Risks and Issues</b> .....	<b>6</b>
<b>Other Opportunities and Next Steps</b> .....	<b>7</b>

---

# 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
- 4<sup>th</sup> 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**



**5,089,770**  
**Smart Meters**

In the fourth quarter of 2020, the MDM/R was operationally stable and met or exceeded service levels for 99.85% of meter reads, 99.98% 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. There was no significant improvement or decline in LDC performance in the fourth quarter. The SME has been engaging with the SME Steering Committee (SSC) to assess LDC performance and discuss options to improve LDC engagement in 2021.

### 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>1</sup>.

In the 4<sup>th</sup> quarter, the SME met all the critical and non-critical SLAs as shown in the table below.

---

<sup>1</sup> Percentages are rounded to the second decimal place for each metric.

<b>Critical Service Level Summary</b>		<b>Oct-2020</b>	<b>Nov-2020</b>	<b>Dec-2020</b>	<b>4th Quarter</b>
<b>Automatic Meter Read Processing</b>	Intervals Loaded	3,928,430,540	3,799,427,099	3,929,895,758	11,657,753,397
	Intervals Loaded on Time	3,912,269,060	3,798,765,765	3,929,068,916	11,640,103,741
	% Intervals Loaded on Time	99.59%	99.98%	99.98%	99.85%
	Number of incidents resulting in accumulated delay >240 minutes <sup>2</sup>	0	0	0	0
<b>Automatic Billing Quantity Processing</b>	BQ Requests	5,505,997	9,025,827	5,701,082	20,232,906
	BQ Requests Fulfilled on Time	5,505,997	9,021,224	5,701,082	20,228,303
	% Requests Fulfilled on Time	100.00%	99.95%	100.00%	99.98%
	Number of incidents resulting in accumulated delay >240 minutes <sup>2</sup>	0	0	0	0
<b>Automatic MMD Incremental Synchronization Processing</b>	Data Elements Requested	738,586	1,090,595	1,131,056	2,960,237
	Data Elements Loaded on Time	738,586	1,090,595	1,131,056	2,960,237
	% 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	99.80%	100.00%	100.00%	99.93%
	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	99.95%	99.88%	99.90%	99.91%
	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	99.99%	100.00%	96.52%	98.84%
	Number of incidents resulting in Reporting percentage completion outside of agreed Service Level target	0	0	2	2
<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	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

<b>Non-Critical Service Level Summary</b>		<b>Oct-2020</b>	<b>Nov-2020</b>	<b>Dec-2020</b>	<b>4th Quarter</b>
<b>Meter Read Retrieval Web Services</b>	Response Time	99.95%	99.76%	99.80%	99.84%
	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

## **4<sup>TH</sup> QUARTER KEY SME ACTIVITIES**

### **SME Steering Committee (“SSC”)**

The SSC met on December 9, 2020 and December 17 and discussed the following topics:

- Solicit feedback on the LDC Event (see below),
- Provide updates on MDM/R EIP 8.6 Upgrade,
- Discuss the SMEs reporting to the OEB on the number of customers that opted out of TOU to move to Tiered,
- Review the SME’s Data Governance initiatives,
- Next steps on the OEB Third Party Access project,
- Status of LDC Mergers,
- Status of Agreed Upon Procedures (AUP) 2020 Audit (in lieu of the annual CSAE 3416 audit).

Kevin Meyers, from Elexicon Energy, informed the SSC that he would be stepping down as the Chairperson and remain a member of the SSC. Andy Armitage (former Vice-Chair) from Synergy North was voted in to assume the role and John Dunne from Hydro One was voted in to the role of Vice-Chair. The SSC has also added Rob Koekkoek of Orangeville Hydro to the SSC.

The next meeting is scheduled for February 10, 2021.

### **SME COVID-19 Response**

During the fourth quarter, in response to the COVID-19 Pandemic, the SME employees and contractors continued to work from home. The SME and the OSP have demonstrated the capability to maintain and administer all systems remotely, while effectively providing uninterrupted service.

### **SME’s 5<sup>th</sup> Annual LDC Event (Virtual)**

On November 25, the SME held its 5<sup>th</sup> LDC Event – “Powering Through with Smart Data”. The event covered SME key operational and technical updates, and included a panel from the Ontario Clean Water Agency (OCWA), Enbridge Gas and the IESO to highlight the impact of COVID-19 on consumer consumption, an “Innovation as Strategy” presentation by a VP Analyst from Gartner, and the 2020 LDC Performance Awards. The event received very good feedback from the LDCs in attendance.

### **SME Service Desk**

#### **LDC Mergers**

The SME continues to support the upcoming merger between Newmarket Hydro and Midland Power Utility Corporation. In December, Newmarket postponed the merger with Midland until the middle of January. At the time of writing this report, this merger has been further postponed until late February.

The Elexicon Energy Inc. Merger (formerly Veridian Hydro and Whitby Hydro), is still on track to be completed at the end of January / early February 2021.

The SME is also working with Hydro One in preparation for their upcoming mergers in May 2021 with Peterborough Distribution Inc. and Orillia Power Distribution Corp.

### **CIS Upgrade projects**

The SME continues to support Burlington Hydro while they continue full volume parallel testing with their new CIS system which is expected to go live in Q1 2021. In addition, the SME is now supporting Kitchener-Wilmot Hydro with their CIS replacement project which is targeted for deployment in April 2021.

### **Changes to TOU prices**

On December 15, 2020, the OEB announced new electricity prices for households and small businesses, effective January 1, 2021, under the Regulated Price Plan (RPP). The SME implemented a Global Price Change for January 1, 2020 to ensure billed consumption aligns with change in prices.

On December 22, 2020, the Government of Ontario took steps to hold the price of electricity at 8.5 ¢/kWh for electricity used from January 1, 2021 until the end of the day on January 28, 2021. The fixed 8.5 ¢/kWh price is equal to the off-peak price set by the OEB for January 1, 2021. This fixed price applied to residential, small business and farm customers who buy their electricity from their utility whether or not they are on Time-of-Use (TOU) or Tiered pricing. The start of this price change coincided with the OEB's announcement on December 15<sup>th</sup>, and the SME is currently working to implement another Global Price Change on January 28.

## **Additional Risks and Issues**

---

The SME views the quality of smart meter data received from the LDCs as paramount for accurate billing, reporting, insights and analytics for various applications, such as pricing policy, customer usage trends or demand forecast – this has become even more critical during the current COVID-19 context when new demands for data analytics have emerged to support the above mentioned functions.

As a result, over the past quarter, a number of additional data quality enhancement strategies have been discussed with the SSC and implemented by the SME, such as:

- Personalized webinars with LDCs focusing on specific data quality issues and actions required by the LDCs
- Added several new monitors to enhance reporting and inform LDCs on data conditions that may affect billing
- Created a summary email notification of outstanding data quality issues that is sent to each LDC on a weekly basis.

The SME will continue working with the LDCs to ensure that any data quality opportunities are addressed timely and effectively.

## Other Opportunities and Next Steps

---

There are no other opportunities or next steps to report.